



JOB DESCRIPTION

Post Details:

Post Title:	Principal Technician (Software)	Organisational Element:	CQO
Military/Civilian:	CIV	Location:	The Hague, NDL

Organisation context:

This is a position within the NATO Communications and Information Agency (NCIA), an organization of the North Atlantic Treaty Organization (NATO);

To strengthen the Alliance through connecting its forces, the NCIA delivers secure, coherent, cost effective and interoperable communications and information systems in support of consultation, command & control and enabling intelligence, surveillance and reconnaissance capabilities, for NATO, where and when required. It includes IT support to the Alliances' business processes (to include provision of IT shared services) to the NATO HQ, the Command Structure and NATO Agencies.

Organisational Element Statement of Functions:

Under the guidance of the NCIA Chief Quality Officer, The Chief Quality Office (CQO) leads the Agency Quality approach and is the governing authority on the Agency's Quality Management and Risk Management System. The CQO leads the development and assurance of the QMS related processes and procedures, ensures independent verification and validation of project, programme and portfolio deliverables and service changes. The office further provides interoperability assurance and exercise support services, and is responsible for Agency reference environment services and support.

Within CQO the Assurance Solutions branch provides robust, scalable and efficient software, platform and network solutions that enable the assurance of project and product quality, ensuring that all deliverables meet or exceed customer expectations and NATO and industry standards.

Job role description:

Principal Technicians (Software) are technical experts that develop specific software artefacts in support of solution development. They perform software development, integration and version control. They produce detailed solution designs, manage and evolve engineering environments and maintain software artefacts. They orchestrate and implement software development activities in a DevSecOps manner. In addition they provide 1st, 2nd and 3rd level support for the solutions they develop.

Duties and Responsibilities:

Methods and tools

- Provides support on the use of existing methods and tools.
- Configures methods and tools within a known context.
- Creates and updates the documentation of methods and tools.

Software design

- Undertakes complete design of moderately complex software applications or components.
- Applies agreed standards, guidelines, patterns and tools.
- Assists as part of a team in the design of components of larger software systems.
- Specifies user and/or system interfaces.
- Creates multiple design views to address the different stakeholders' concerns and to handle functional and non-functional requirements.
- Assists in the evaluation of options and trade-offs.
- Collaborates in reviews of work with others as appropriate.

Programming/software development

- Designs, codes, verifies, tests, documents, amends and refactors moderately complex programs/scripts.
- Applies agreed standards and tools to achieve a well-engineered result.
- Monitors and reports on progress.
- Identifies issues related to software development activities.
- Proposes practical solutions to resolve issues.
- Collaborates in reviews of work with others as appropriate

Additional duties for this post:

Code Quality and Maintainability

- Maintaining high code quality through rigorous code reviews, automated testing, and refactoring. Ensuring that the codebase remains clean and maintainable over time.

Performance Optimization

- Identifying and addressing performance bottlenecks in the application. This includes optimizing database queries, improving response times, and ensuring efficient resource utilization.

Support and Troubleshooting

- Providing effective 1st, 2nd, and 3rd level support. This involves quickly diagnosing and resolving issues, often under tight deadlines, and ensuring minimal disruption to users.

Security

- Ensuring the application is secure from vulnerabilities. This includes implementing best practices for authentication, authorization, data encryption, and regular security audits.

User Experience (UX) Improvements

- Continuously enhancing the user interface and experience, especially with Blazor, to meet user expectations.

Technical Debt

- Managing and reducing technical debt accumulated over time. This involves prioritizing refactoring efforts and balancing them with new feature development.

Compliance and Regulations

- Ensuring our application complies with relevant industry and NATO standards and regulations.

Deputise for higher grade staff, if required

Perform other duties as may be required.

Education, Experience and Training (essential):

Education:

A minimum requirement of a higher vocational training in a relevant discipline with 3 years post-related experience. Or a secondary educational qualification with 5 years post-related experience.

Experience:

- Minimum of 3 years of proven experience with C#, .NET Core, .NET, and Blazor.
- Minimum of 3 years of proven experience with writing queries in Microsoft T-SQL
- Minimum of 3 years of proven experience with Unit Testing
- Minimum of 3 years of proven experience with and understanding of Design Patterns and Clean Code
- Minimum of 3 years of proven experience with HTML, CSS, JavaScript
- Experience with Azure DevOps, CI/CD
- Ability to communicate with clarity, coherence, conciseness and engagement, both orally and in writing

Education, Experience and Training (desirable):

Experience:

- Familiar with Modular Monolith and service-oriented architectures
- Familiar with Event driven architecture
- Familiar with Kubernetes and Docker

Behavioural competencies:

- *Relating and Networking* - Easily establishes good relationships with customers and staff; relates well to people at all levels; builds wide and effective networks of contacts; uses humour appropriately to bring warmth to relationships with others.
- *Delivering Results and Meeting Customer Expectations* - Focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves project goals.
- *Adapting and Responding to Change* - Adapts to changing circumstances; tolerates ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.

Language:

A thorough knowledge of one of the two NATO languages, both written and spoken, is essential and some knowledge of the other is desirable.

NOTE: Most of the work of the NCIA is conducted in the English language.