



JOB DESCRIPTION

Post Details:

Post Title:	Cloud Operations Centre Manager	Organisational Element:	Chief Operating Officer (COO)
Rank/Grade:	G20	Location:	Braine L'Alleud (Belgium)

Organization 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:

The Chief Operating Office (COO) is accountable for aligning demand and supply to create customer value, by leading business planning, prioritizing incoming requests, leading through-life cycle business development, overseeing resource allocation to projects and services, directing data-driven performance improvements, keeping the Agency Portfolio, Programme, Project and Services Management (P3SM) Framework updated and ensuring compliance, supporting full life-cycle support for Service Delivery and continual improvement, supervising compliance with Agency processes, and promoting a collaborative environment for effective and efficient business operations.

The Cloud Portfolio is accountable for managing and orchestrating the projects and services necessary to meet the cloud adoption requirements on the basis of roadmaps.

Job role description:

The Cloud Operations Centre Manager is the single point of accountability for the delivery of Industry cloud services to support the provision of NCIA catalogue services, through all stages of their life-cycle. This role is responsible for the management of the Cloud Operation Centre within the organization, from business and financial perspectives. He/she acts as the strategic leader, ensuring Industry public cloud services align with the business organization's objectives and deliver value to customers and stakeholders. He/she oversees the entire operation of Industry cloud services, from deployment and implementation to continuous improvement and eventual retirement. He/she collaborates with various teams, and leads a team comprised of cloud service engineers and technicians, to ensure seamless service delivery and adherence to service level agreements (OLAs/SLAs). He/she makes critical decisions regarding resource allocation, service enhancements, and risk management to ensure the success of the Cloud Operations Center as a supporting element to NCIA business services. He/she facilitates oversight on the execution of projects relevant to his area.

The Cloud Operations Centre Manager engages with business stakeholders, and IT teams to understand needs, address concerns, and foster strong relationships, with the ultimate goal of ensuring exceptional quality of the service delivered and alignment with the organization's strategic vision.

The Cloud Operations Centre Manager is responsible for leading and managing cloud operations engineers, ensuring that operational practices align with organizational goals, collaborating with cross-functional teams to drive continuous improvement. This role oversees the planning, deployment, maintenance, and acceptance of new and updated cloud components and cloud-based services, ensuring they meet service expectations, security standards, and quality requirements. The Cloud Operations Centre Manager investigates and implements the adoption of tools, techniques, and processes, including automation, to enhance the management of systems and services, while maintaining alignment with industry best practices and adapting to the evolving needs of the cloud environment. Additionally, the Cloud Operations Centre Manager provides operational expertise and guidance for cloud deployments, assuring the achievement of key service objectives, efficient operations, supporting the NCIA Cloud Service Broker (CSB) function, and scaling and management of the Cloud Operations Centre (COC).

The Cloud Operations Centre Manager is the head of the Cloud Operations Centre, residing within the Cloud Portfolio under COO, and reports to the Chief of the Cloud Portfolio.

General Duties and Responsibilities:

Service level management

- Ensures that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented.
- Ensures that service level agreements are complete and cost-effective across the catalogue of available services.
- Ensures that operational methods, procedures, facilities and tools are established, reviewed and maintained.
- Reviews service delivery to ensure that agreed targets are met.
- Negotiates with relevant parties in respect of disruptions and major amendments to the provision of services.

Consultancy

- Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution.
- Identifies, evaluates and recommends options.
- Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements.
- Seeks to fully address client needs and implements solutions if required.
- Enhances the capabilities and effectiveness of clients, by ensuring that proposed solutions are fully understood and appropriately exploited.

Technology service management

- Identifies and manages resources needed for budgeting, estimating, planning, developing and delivering a specified portfolio of technology services and systems.
- Engages with and influences stakeholders to ensure that services are developed and managed to meet agreed service levels, security requirements and other quality standards.
- Plans and manages the implementation of processes and procedures, tools and techniques for monitoring and managing the performance of technology services.
- Aligns the contribution of specified systems and services to clearly stated organisational and financial goals and performance targets.
- Recommends options for sourcing — whether in-house, outsourced, or a combination.
- Monitors performance of delivery teams and takes corrective action where necessary and in line with policies.

Continuity management

- Manages the development, implementation and testing of continuity management plans.
- Manages the relationship with individuals and teams who have authority for critical business processes and supporting systems.
- Evaluates the critical risks and identifies priority areas for improvement.
- Tests continuity management plans and procedures to ensure they address exposure to risk and that agreed levels of continuity can be maintained.

Stakeholder relationship management

- Leads the development of comprehensive stakeholder management strategies and plans.
- Builds long-term, strategic relationships with senior stakeholders (internal and external).

- Facilitates the engagement of stakeholders in support of the delivery of services and change projects.
- Acts as a single point of contact for senior stakeholders, facilitating relationships between them.
- Negotiates to ensure that stakeholders understand and agree on what will meet their needs, and that appropriate agreements are defined.
- Oversees monitoring of relationships including lessons learned and appropriate feedback.
- Leads actions to improve relations and open communications with and between stakeholders.

Specific Duties and Responsibilities:

Under the direction of the Cloud Portfolio Chief, but largely on own initiative, the incumbent will perform duties such as the following:

- Provide leadership & management needs to cloud operations engineers, while working in close alignment with cross-functional teams on opportunities to improve operational practice, in the following areas:
 - IaaS/PaaS landing zone management: the setup, configuration, and ongoing governance of a secure, scalable cloud environments that serve as the foundation for deploying and managing IaaS/PaaS resources.
 - Modern Digital Workplace and Unified Device Management: integration and administration of devices, applications, and collaboration tools in support of other services that aim to create a secure, flexible, and efficient work environment on affected endpoints.
 - Security and Compliance: implementing and maintaining security measures and ensuring adherence to NATO security policies and directives and best practices to protect cloud-based data, applications, and infrastructure.
 - Identity and Access Management: controlling and securing user identities and their access to cloud resources through policies, authentication mechanisms, and role-based permissions.
 - DevSecOps: automate the lifecycle of public cloud resources in order to speed up the delivery of services, shift security to the left, and create standardized products;
 - FinOps: maximize the business value of the cloud environments, by creating financial accountability and enabling data-driven decision making
- Investigate and manage the adoption of tools, techniques and processes (including automation) for the management of systems and services, ensuring alignment with industry best practices and evolving requirements of the cloud.
- Provide operational expertise and guidance for cloud deployments facilitating the achievement of service objectives.
- Perform ongoing analysis and optimize cloud-deployed workloads for performance, availability, and cost.
- Investigate and coordinate the resolution of potential and actual service problems.
- Make a significant contribution to the investigation, diagnosis and resolution of cloud based services problems.
- Ensure that all requests for support are dealt with according to set standards and procedures.
- Draft and maintain procedures and documentation for cloud based services support and operation.
- Develop configuration management strategies, policies, standards, and guidelines.
- Champion the importance and value of configuration management and develop new methods and organisational capabilities (including automation) for configuration management.
- Collaborate with cross-functional teams and specifically the NCIA Business Areas supported by the Cloud Operations Center, including IT, security, finance, to ensure successful cloud adoption and integration.
- Collaborate with the CTO Cloud Centre of Excellence to ensure coherency across the NATO managed cloud environments.
- Monitor and optimize cloud usage and costs, identifying opportunities for cost savings and efficiency improvements.

- Stay up-to-date with emerging cloud technologies and trends.
- Ensure the organization's cloud infrastructure is secure, resilient, and scalable, and that disaster recovery and business continuity plans are in place.
- Deputize for higher grade staff, if required.
- Performs other duties as may be required.

Education, Experience and Training (desirable):

Experience:

- Understanding of cloud computing concepts, architectures, and technologies, including Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS).
- Knowledge of cloud security and compliance requirements, including data privacy, encryption, access controls, and regulatory compliance (e.g., GDPR, HIPAA, PCI-DSS).
- Knowledge of emerging cloud technologies and trends, such as server-less computing, containerization, and hybrid cloud architectures.
- Prior experience of working in an international environment comprising both military and civilian elements;
- Knowledge of NATO responsibilities and organization, including ACO and ACT.

Behavioral competencies:

- *Formulating Strategies and Concepts* - Works strategically to realise organisational goals; sets and develops strategies; identifies, develops positive and compelling visions of the organisation's future potential; takes account of a wide range of issues across, and related to, the organisation.
- *Entrepreneurial and Commercial Thinking* - Keeps up to date with competitor information and market trends; identifies business opportunities for the organisation; maintains awareness of developments in the organisational structure and politics; demonstrates financial awareness; controls costs and thinks in terms of profit, loss and added value.
- *Leading and Managing* - Provides others with a clear direction ; motivates and empowers others; attracts and develops staff of a high calibre ; provides staff with development opportunities and coaching; sets appropriate standards of behaviour.

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.