

Duty Location: **Brunssum, The Netherlands**

JOB DESCRIPTION

Senior Technician (Climate Control – Air Conditioning)

Directorate of Service Operations - CIS Sustainment Support Centre

Grade: G10 / B4

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.

Under the direction of the Chief Service Operation (CSO), the CSSC provides effective and efficient static & deployable Information and Communications Technology (ICT) system repair & maintenance, as well as, ICT hardware Asset Management (AM) services in support of NATO operations, exercises and training. The CSSC is uniquely positioned as the 3rd level repair and maintenance hub for the Agency. The CSSC engineering and maintenance personnel are located within Brunssum as well as the three Forward Support Points (FSP) at Bydgoszcz (POL), Naples (ITA) and Wesel (DEU).

Within CSSC, the Engineering and Maintenance Branch (EMB) provides full-spectrum, lifecycle sustainment of NATO deployable and static CIS. It supports all associated NATO-owned CIS employed on operations, exercises, projects and static installations. Such support includes CIS Transmission Systems (Satellite & Radio), Networking & Information Systems (all NATO core network infrastructure), Electronics Maintenance and Testing (Test Equipment (TE), Unified Electromagnetic Environmental Effects (UE3) and TEMPEST) as well as CIS Support Equipment (Power Generation & Electrical Equipment, Shelter & Environmental Conditioning). The CIS Support Equipment Section (CISSES) conducts acceptance test, electrical safety test, installation, maintenance, refurbishment, repair, modification, design, construction and decommissioning of CIS system related Power Generator Sets (PGS), power distribution systems, heating systems, Uninterruptable Power Supply (UPS), shelter and Environmental.

Duties:

Under the direction of Head (CIS Support Equipment Section), the incumbent will perform duties such as the following:

- Performs third level maintenance, repairs, diagnoses, troubleshoots, maintains, modifies, and refurbishes, Climate Control and Air Conditioning systems as required by F-Gas law;
- Performs overhauls and modifications to Air Conditioning systems as directed by the supervisor;
- Performs overhauls and modifications to shelters;
- Assists in the directing, supervising, planning, coordinating, monitoring and reporting upon all technical work within the CISSES and ensures that all technical work is performed in line with Agency's, industrial and/or military standards;

- Assists in the planning, synchronizing, scheduling, and tracking of CSSC assets for corrective and preventative maintenance on all NATO CIS equipment based on the Central, Operational, and Deployable Service Level Agreements;
- Assists in the scheduling and tracking capability of CSSC activities in support of operations, exercises, projects static Communications Information Systems (CIS) and Deployable CIS (DCIS);
- Assists in the directing, supervising, planning, coordinating, monitoring and reporting upon all technical work and ensures that all technical work is performed in line with Agency's, industrial and/or military standards;
- Assists in the coordination with Resource Management Branch (RMB) in regards to the execution, planning, technical, logistical, and asset issues;
- Assists in the detailed analysis of system deficiencies and provides advice on technical solutions in line with existing standards to ensure operational readiness for all customers and deployable system delivery managers or owners;
- Assists and monitors assigned technical tasks efficiently to ensure that they can be executed and are in line with set target dates. Explains and provides system technical and logistical advice to senior management and initiates necessary actions to ensure that set maintenance and project targets are met;
- Assists with design and configuration documentation on assigned projects and systems, including the required operating procedures and processes. Plans and manages implementation of procedures, tools and techniques for monitoring and managing the performance of systems under maintenance and provides official reports;
- Assists and monitors all CIS equipment discrepancies are fully identified, investigated, documented, reported and implements corrective actions in accordance with NCIA directives;
- Assists with Key Performance Indicator (KPI) targets, and monitors progress against agreed quality and performance criteria. Provides effective feedback, throughout the performance management cycle, to ensure optimum performance;
- Can be called upon to perform other internal duties within the organization as directed;
- Performs other duties as may be required.

Experience and Education:

- Higher Vocational training with 2 years post-related experience, or a secondary educational qualification with 4 years post-related experience in Refrigeration, Climate and Air-Conditioning Control, and Electrical Mechanics (EQF Level 4-5).
- 2 to 4 years of hands-on experience in HVAC installation, maintenance, and repair within the last 5 years.
- Must have a F-Gas 1 certification and registration or equivalent;
- Extensive and detailed experience with the European Electrical Safety Standards, (eg NEN 3140) or equivalent.

Desirable Experience and Education:

- Extensive and detailed experience in Thermodynamics (air, refrigerants, temperature conduction, convection), Environmental legislation (EU 517/2014), and Mechanics (EN-378, EN 51110, EU 517/2014).
- Knowledge of the European regulations for electrical systems (e.g. NEN 1010);

- Coaching or training experience in air conditioning and heating field;
- Valid Driver License;
- Strong diagnostic and problem-solving skills.
- Familiarity with modern HVAC control systems and IoT-enabled systems.
- Truck and Trailer license (C,E) or equivalent;
- Forklift License;
- Basic knowledge of different soldering and welding techniques;
- Experience working in a NATO civilian/military international environment;
- VCA/SCC (or equivalent)/H&S;
- Certificate to operate overhead cranes;
- Prior experience of working in an international environment comprising both military and civilian elements;
- Knowledge of NATO responsibilities and organization, including ACO and ACT.

Language Proficiency:

- 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.

Competencies:

- Deciding and Initiating Action - Takes responsibility for actions, projects and people; takes initiative and works under own direction; initiates and generates activity and introduces changes into work processes; makes quick, clear decisions which may include tough choices or considered risks.
- 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.
- Creating and Innovating - Produces new ideas, approaches, or insights; creates innovative products or designs; produces a range of solutions to problems
- 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.