



JOB DESCRIPTION

Post Details:

Post Title:	Senior Assurance Engineer	Organisational Element:	CQO
Military/Civilian:	Civilian	Location:	The Hague (NL)

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:

The Chief Quality Office (CQO), led by the Chief Quality Officer, acts as the Agency Quality Assurance and Quality Control Authority, supporting the GM as Senior Advisor in those topics. To that end, the CQO provides the required policy, directives, processes, procedures and tools to be followed and used Agency wide.

The Independent Assurance Branch contributes to the governance of testing, verification and validation performed by NCIA, being responsible for the execution of any independent verification, validation and independent interoperability assurance. The CQO is accountable on Agency's process-, product-, and interoperability assurance, and user acceptance of products and services delivered by the NCIA as a provider or broker. The Independent Assurance Branch also contributes on interoperability assurance activities in accordance with the assigned roles and responsibilities in the corresponding directives and governance and management structures at NATO Enterprise, NATO Alliance and any Coalition where NATO participates in.

Job role description:

The Senior Assurance Engineer ensures that systems, services, and products meet the required quality, safety and reliability standards throughout their lifecycle. They act as a gatekeeper of quality throughout the full lifecycle collaborating with cross-functional teams, from initial design and development to post-deployment monitoring, ensuring a continuous alignment with customer expectations and industry standards.

At the senior level, they are expected to oversee assurance efforts, mentor junior engineers, and provide expert guidance on quality and compliance. They will have strategic oversight, implement optimization and

have advisory responsibilities, including testing activities.

The senior assurance engineer will ensure and provide guidance on the established assurance processes and contributing to quality objectives at project level.

The senior assurance engineer will oversee the quality control activities on the product, providing assurance that the end product will be fit for purpose and fit for use.

Duties and Responsibilities:

Quality assurance

- Plans, organises and conducts formal reviews and assessments of complex domains areas, cross-functional areas, and across the supply chain.
- Evaluates, appraises and identifies non-compliances with organisational standards and determines the underlying reasons for non-compliance.
- Prepares and reports on assessment findings and associated risks.
- Ensures that appropriate owners for corrective actions are identified.
- Identifies opportunities to improve organisational control mechanisms.
- Oversees the assurance activities of others, providing advice and expertise to support assurance activity.

Methods and tools

- Provides advice, guidance and expertise to promote adoption of methods and tools and adherence to policies and standards.
- Evaluates and selects appropriate methods and tools in line with agreed policies and standards.
- Contributes to organisational policies, standards, and guidelines for methods and tools.
- Implements methods and tools at programme, project and team levels including selection and tailoring in line with agreed standards.
- Manages reviews of the benefits and value of methods and tools.
- Identifies and recommends improvements.

Business situation analysis

- Investigates business situations where there is some complexity and ambiguity.
- Adopts holistic view to identify and analyse problems and opportunities.
- Contributes to the selection of the approach and techniques to be used for business situation analysis.
- Conducts root cause analysis and identifies recommendations for improvements.
- Engages and collaborates with operational stakeholders.

Acceptance testing

- Plans and manages acceptance testing activity.
- Specifies the acceptance testing environment for systems, products, business processes and services.
- Manages the creation of acceptance test cases and scenarios.
- Ensures that defined tests reflect realistic operational conditions and required level of coverage.
- Ensure tests and results are documented, analysed and reported to stakeholders, and required actions taken.
- Highlights issues and risks identified during testing to stakeholders.

- Provides authoritative advice and guidance on planning and execution of acceptance tests.

Testing

- Plans and drives testing activities across all stages and iterations of product, systems and service development.
- Provides authoritative advice and guidance on any aspect of test planning and execution.
- Adopts and adapts appropriate testing methods, automated tools and techniques to solve problems in tools and testing approaches.
- Measures and monitors applications of standards for testing.
- Assesses risks and takes preventative action.
- Identifies improvements and contributes to the development of organisational policies, standards, and guidelines for testing.

Additional duties for this post:

- Analyse complex test scenarios based on operational use cases, extract the test conditions and design tests events;
- Lead the definition and report of assurance KPIs at project, portfolio and programme level;
- Lead the design, optimization and execution of planning processes for assurance;
- Lead the planning and reporting of assurance activities for project, products and services;
- Collect results from programmes and projects and aggregate them in dashboards and reports;
- Assure traceability of requirements from portfolio to programme to project;
- Maintain necessary documentation and audit trail of all activities conducted;
- Contribute to NATO and the NCIA Assurance strategy, policies and plans, and execution;
- Conducting in-depth analysis of requirements, including understanding system architectures and diagrams, data formats, and communication protocols
- Collaborating with software developers, system architects, and stakeholders to ensure compatibility and alignment with business needs;
- Testing and validating solutions to ensure reliability, security, and performance;
- Assessing the capabilities of existing systems and identifying gaps or areas for improvement;
- Staying current with industry standards and best practices for Assurance and Testing;
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- Providing guidance and support to junior Engineers on best practices;
- Assist with identification of skills requirements and training needs for staff;
- Assist with the recruitment of staff for the CQO Functional Area as required;
- Deputize for higher grade staff or the branch head, if required;
- Perform other duties as may be required.

Education, Experience and Training (essential):

Education:

A minimum requirement of a Bachelor's degree at a nationally recognised/certified University in a related discipline and 3 years post-related experience.
Or exceptionally, the lack of a university degree may be compensated by the demonstration of a candidate's particular abilities or experience that is/are of interest to NCIA, that is, at least 10 years extensive and progressive expertise in duties related to the function of the post.

Experience:

At least 3 years recent experience in planning and execution of test, verification and validation activities in large complex projects;
At least 3 years recent experience with functional, non-functional and interoperability testing of systems and products on Windows based environments;
Proven experience with managing external stakeholders and co-workers during the execution of large complex projects;
Ability to understand and reason about hardware and software system architectures typically found in system design documentation
Ability to understand technical concepts such as DNS, NTP, Email, Databases, Application architectures and inter-application communication protocols;
Ability to communicate with clarity, coherence, conciseness and engagement, both orally and in writing;
Experience in the management of a team of testers, quality or development engineers.

Training/Certifications:

Advanced certification in the area of test, verification and validation such as ISTQB or a similar certification at the test manager level;

Education, Experience and Training (desirable):

Education:

Experience:

Prior experience of working in an international environment comprising both military and civilian elements;
Knowledge of NATO responsibilities and organization, including ACO and ACT.

Training/Certifications:

Behavioural competencies:

- *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.

- *Working with People* - Shows respect for the views and contributions of other team members; shows empathy; listens, supports and cares for others; consults others and shares information and expertise with them; builds team spirit and reconciles conflict; adapts to the team and fits in well.
- *Planning and Organising* - Sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances; identifies and organises resources needed to accomplish tasks; manages time effectively; monitors performance against deadlines and milestones.

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.