



JOB DESCRIPTION

Post Details:

Post Title:	Technician (Digital Communications Services)	Organisational Element:	CSU Sigonella
		Job Family:	Digital Backbone Engineering
Rank/Grade:	G8		
Military/Civilian:	Civilian	Location:	Sigonella, IT

Organisation context:

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

To strengthen the Alliance through connecting its forces, the NCI Agency 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 Directorate of CIS Support Units (DCSU) is responsible to manage, deliver and maintain assigned Communications and Information System (CIS) products and services for the Agency's customers including NATO Headquarters (NHQ), the NATO Command Structure (NCS), NATO Force Structure (NFS), Nations and internal Agency users. DCSU provides liaison, planning and coordinating functions for Alliance Missions, Operations and Exercises. Services are delivered in coordination with the Enterprise Service Operations Centre (ESOC) and Agency Service Lines/Service Centres under the Enterprise Service Delivery Model (ESDM).

NCI Agency CIS Support Unit (CSU) Sigonella, is a unit supporting the provision of CIS Services to NISRF. The CIS Services provided enables end-to-end CIS services, installing, operating, maintaining and supporting the full range of CIS capabilities during peacetime, crisis and war throughout its allocated Area of Responsibility (AOR).

Job role description:

A Digital Communication Services Technician is responsible for installing, maintaining, and repairing various communication systems. They troubleshoot issues and ensure that all systems are functioning properly. The technician ensures that all systems are functioning properly and efficiently and may work with other IT professionals to develop and implement new technologies to improve the organization's digital capabilities.

Duties and Responsibilities:

Network support

- Contributes to the operational configuration of network components.
- Assists in the investigation and resolution of network problems.
- Assists with specified maintenance procedures.

Network design

- Specifies the technical configurations and components required for a small network or a network segment in a more complex infrastructure.
- Follows organisational architectures and standards.

Systems design

- Follows standard approaches and established design patterns to create new designs for simple systems or system components.
- Identifies and resolves minor design issues.
- Identifies alternative design options and seeks guidance when deviating from established design patterns.

Systems integration and build

- Produces software builds from software source code.
- Conducts tests as defined in an integration test specification and records the details of any failures.
- Analyses and reports on integration test activities and results.
- Identifies and reports issues and risks.

Additional duties for this post:

Supports Video-Teleconferencing Services

Occasionally take part in a Duty Support Shifts, which may operate on a 24/7 basis.

Perform other duties as may be required

Education, Experience and Training (essential):

Education:

Higher vocational training in a relevant discipline with 1 years post-related experience. Or a secondary educational qualification with 3 years post-related experience.

Experience:

At least 1-year hands-on experience with the designing, implementing, and maintaining the core network architecture for large organizations.

Experience configuring, troubleshooting and optimizing routers, switches, firewalls, and other hardware/software networking elements.

Sound practical understanding of cabling technologies and passive cabling infrastructure.

Practical experience with VTC Technologies.

Sound practical understanding of VoIP Technologies

Familiarity with standard communication protocols.

Sound practical understanding of IP addressing.

Adequate communication and interpersonal skills.

Good analytical skills and problem-solving attitude.

Training/Certifications:

Formal certification in networking technologies

Education, Experience and Training (desirable):

Education:

Formal training in Local Area Network management.

Experience:

Knowledge of policies, procedures, and organisation of NATO CIS.

Working knowledge of ITIL processes and procedures.

Experience in working in a Service Desk environment.

Prior experience of working in an international environment comprising both military and civilian elements.

Training/Certifications:

The Cisco Certified Support Technician (CCST) certification. Ideally, holds a CCNA qualification or equivalent experience.

Behavioural competencies:

- *Adhering to Principles and Values* - Upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities, builds diverse teams; encourages organisational and individual responsibility towards the community and the environment.
- *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.
- *Achieving Personal Work Goals and Objectives* - Accepts and tackles demanding goals with enthusiasm; works hard and puts in longer hours when it is necessary; seeks progression to roles of increased responsibility and influence; identifies own development needs and makes use of developmental or training opportunities

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 NCI Agency is conducted in the English language.
Travel:	Business travel to NATO and national (NATO and non-NATO) facilities as well as frequent travel between the NCI Agency offices; May be required to undertake duty travel to operational sites and theatres inside and outside NATO boundaries.
Work Environment:	Normal office environment