



JOB DESCRIPTION

Post Details:

Post Title:	Senior Technician (ICT System)	Organisational Element:	CIS Sustainment Support Centre
Military/Civilian:	Civilian	Location:	Brunssum, NLD

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 Service Operation (CSO) is accountable to plan, operate and maintain CIS services throughout the allocated Area of Responsibility (AOR). CSO is to foster and sustain the highest levels of customer relationship with the operational user community. Additionally CSO is to exercise best business operations between the operational user-facing CIS support units to under-pin infrastructure services delivered by the NCI Agency Service Owners (SOs). CSO is responsible for all Asset Management (AM), the logistical support for all NATO owned CIS equipment, the Enterprise Service Operations Centre (ESOC) as well as the CIS Sustainment Support Centre (CSSC).

The CSSC is accountable to provide 3rd level maintenance capabilities for designated NATO CIS equipment, systems and associated non-CIS. In addition, it provides technical assessment capabilities limited engineering design and project management services. CSSC is also the Central CIS Hardware AM & supply hub within the NCI Agency.

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, Unified Electromagnetic Environmental Effects (UE3) and TEMPEST) as well as CIS Support Equipment (Power Generation & Electrical Equipment, Shelter & Environmental Conditioning). The Branch is also responsible for development, construction, installation, replacement, modification, repair and refurbishment, maintenance, testing and decommissioning of deployable, static, and maritime CIS and supporting equipment throughout the NATO Area of responsibility (AOR). Sustainment support is delivered from a central CIS sustainment facility as well as on-site for associated static-site and deployed CIS.

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The Network and Information Systems Section (NISS) provides full-spectrum, lifecycle sustainment of deployable and static NATO Networking and Information Systems. It conducts repair, maintenance, refurbishment, acceptance testing, modification, installation, decommissioning and construction of Communication Network and Information Systems in both the classified and non-classified domains. The section supports all associated NATO-owned CIS employed on operations, exercises, projects and static installations. It also provides sustainment support from a central CIS sustainment facility as well as on-site support for associated static-site and deployed CIS.

Job role description:

The Senior Technicians (ICT System) are responsible for the installation, maintenance, and repair of information and communication technology systems. They provide technical support to end-users and troubleshoot any issues that arise. They stay up to date with the latest technology trends and make recommendations for system improvements. They handle tasks related to configuring hardware and software, managing computers and networks devices, troubleshooting technical issues, ensuring data security and system reliability, and provide technical support to end-users. They collaborate with various departments to understand their technology needs and optimize the organization's ICT infrastructure to support business operations efficiently.

Duties and Responsibilities:

Software configuration

- Assists in designing, verifying, documenting, amending and refactoring moderately complex software configurations for deployment.
- Applies agreed standards and tools, to achieve a well-engineered result.
- Collaborates in reviews of work with others as appropriate.

System software

- Monitors operational systems for resource usage and failure rates, to inform and facilitate system software tuning.
- Applies system software parameters to maximise throughput and efficiency.
- Installs and tests new versions of system software.
- Contributes to preparation of software implementation procedures with fall back contingency plans.

Network support

- Carries out agreed network maintenance tasks and specified operational configuration of network components.
- Establish and diagnose network problems/faults using the required troubleshooting methodology and tools.
- Uses network management software and tools to collect agreed performance and traffic statistics.

Systems installation and removal

- Installs or removes hardware and/or software, using supplied installation instructions and tools, including handover to the client.
- Uses standard procedures and diagnostic tools to test installations, correct problems, and document results.
- Records details of all components that have been installed and removed.
- Assists users and follows agreed procedures for further help or escalation.
- Contributes to the development of installation procedures and standards.

Release and deployment

- Uses approved tools and techniques for specific deployment activities.

- Administers the recording of activities, logging of results and documents technical activities undertaken.

Additional duties for this post:

Under the direction and supervision of Section Head Network and Information Systems Section, Engineering and Maintenance Branch (NISS, EMB), the incumbent will perform duties such as the following:

- Act as a Local Subject Matter Expert (SME) for all matters concerning Deployable CIS network assets;
- Assist in performing 3rd level maintenance on all deployable and static CIS systems. Diagnose, troubleshoot, maintain and repair Deployable Network Systems;
- Assist in performing overhauls, modifications, refurbishments, and upgrades to CIS Network Systems and work on system architecture and system configurations as directed by the supervisor;
- Assist in 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;
- Ensure scheduling and tracking capability of CSSC activities in support of operations, exercises, projects static Communications Information Systems (CIS) and Deployable CIS (DCIS);
- Assist in directing, supervising, planning, coordinating, monitoring and reporting upon all technical work and ensures all technical work is performed in line with the Agency's, industrial and/or military standards;
- Develop detailed analysis of system deficiencies and provide advice on technical solutions, in line with existing standards, to ensure operational readiness for all customers and deployable Operational Systems Owners;
- Assist and monitor assigned technical tasks efficiently to ensure they can be executed and are in line with set target dates. Explain and provide system technical and logistical advice to senior management, and initiate necessary actions to ensure set maintenance and project targets are met;
- Assist with design and configuration documentation on assigned projects and systems, including required operating procedures and processes. Plan and manage implementation of procedures, tools and techniques for monitoring and managing performance of systems under maintenance and provides official reports;
- Ensure and monitor all CIS equipment discrepancies are fully identified, investigated, documented, reported, and implements corrective actions in accordance with NCI Agency Directives;
- Assist with Key Performance Indicator (KPI) targets, and monitor progress against agreed quality and performance criteria. Provide effective feedback, throughout performance management cycle, to ensure optimum performance;
- Provides technical guidance and continuity to military technicians;
- Can be called upon to perform other internal duties within the organization as directed.

Education, Experience and Training (essential):**Education:**

Higher vocational training in a relevant discipline (such as Telecommunications, Electronics, Electrical, or Computer Engineering) with 2 years post-related experience; or a secondary educational qualification with 4 years post-related experience

Experience:

At least 2 years practical experience of implementation and maintenance of ICT end systems within a large organization.

- Experience configuring network hardware, routing protocols, and switches;
- Understanding of communication protocols (TCP/IP) and network troubleshooting techniques utilizing complex test equipment;
- Hands-on experience of hardware installations and third line maintenance of communication and core network infrastructure systems;
- Understanding and experience with network monitoring and analysis tools or software;
- Understanding and experience with network security and related appliances (firewalls);
- Advanced understanding and experience of fibre optic cabling, transceivers, and media converters;
- Practical experience of power cabling and associated sub-systems, grounding and bonding, copper based structured cabling;
- Practical experience of hardware installations and third line maintenance of communication systems;
- Valid Driver License (B) or equivalent.

Training/Certifications:

NATO, NATIONAL Military or Industry equivalent CISCO Accredited training.

Education, Experience and Training (desirable):**Experience:**

- Good Working knowledge of system network troubleshooting techniques utilising complex and diverse test equipment and software tools;
- Working knowledge of network virtualization and Software Defined Networking (SDN) technologies;
- Working knowledge of server and client technologies. Microsoft Active Directory implementations, Microsoft Exchange;
- Working knowledge of Microsoft Pre-deployment Environments and Microsoft Deployment Toolkit, Microsoft operating systems;
- Working knowledge of Microsoft Virtualisation and clustered environments, iSCSI, Network based Storage Solutions and Industry standard disaster recover techniques;
- Truck and Trailer license (C,E) or equivalent;
- Forklift License.

Training/Certifications:

- NATO, NATIONAL Military or Industry equivalent MICROSOFT Accredited training;
- Relevant certification in IT Service Management such as ITIL 4 Foundation or other;
- Relevant certification in Project Management such as PRINCE 2 or other;
- Professional qualifications to be assigned as Delegated Work Supervisor Electronics (DWSE) according to NEN3140.

Behavioural 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.*
- *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.*
- *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.*

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.