



JOB DESCRIPTION

Post Details:

Post Title:	Principal 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 Principal 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 the Subject Matter Expert (SME) for all technical matters concerning Deployable CIS (DCIS) Information Systems assets;
- Supervise and perform 3rd level Static, Maritime, and DCIS Information Systems sustainment activities in accordance with current CSSC direction and guidance, ensuring all preventative and corrective engineering and maintenance activities meet industry, NATO, and/or military quality standards; complete administrative requirements related to the task and submit test result for the post-sustainment reports, this work may be performed both at CSSC and onsite at customer locations;
- Lead the implementation of documented level 3 hardware modifications and uplifts to CIS systems including hardware replacements, cabling fabrication, and the installation of customized connectors;
- Provides Work Order updates, serviceability recommendations, technical evaluations and similar. Assists in the planning, synchronizing, scheduling, and tracking of CSSC assets for corrective and preventative maintenance on all NATO CIS and server equipment based on the Central, Operational, and Deployable Service Level Agreements;
- Ensures the scheduling and tracking capability of CSSC activities in support of operations, exercises, projects for both static and deployable CIS;
- Directs, supervises, plans, coordinates, monitors and reports upon all technical work and ensures that all technical work is performed in line with Agency's, industrial and/or military standards;
- Conducts coordination with Resource Management Branch (RMB) in regards to the execution, planning, technical, logistical, and asset issues;
- Develops 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 Operational Systems 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 server environments, software configurations, database infrastructure, and system software baselines, hardware layouts, equipment shelves, cabling topologies, and 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;
- Installs, tests, and configures new versions of system software, operating systems, database utilities, and deployment toolkits on assets including servers, workstations, laptops, and storage appliances;
- Monitors operational systems for server farm metrics, resource usage, and system diagnostic statistics to maximize computing throughput and efficiency;
- Ensures and monitors all CIS equipment discrepancies are fully identified, investigated, documented, reported and implements corrective actions in accordance with NCI Agency 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;
- Provides customer support in terms of requirements collection, advice to properly define requirements, identify service gaps and propose customised solutions;
- Uses an interpretive and lateral approach to system server problem solving, applying advanced troubleshooting methodologies to hardware and software faults, and applies clear thinking under pressure for complex fault rectification;
- Contributes to the development of standardized software installation and upgrade procedures for both deployable and static Information System Modules (ISMs);
- Assists in the development of information systems engineering solutions and change proposals to higher headquarters across different communication systems, co-ordinates engineering tasks with section head;
- May be required to act as a technical representative on NATO committees and working groups;
- Provides technical guidance and continuity to military technicians and lower-level civilian grades;
- 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 Computer Science, Information Technology, Telecommunications, Electronics, or Electrical Engineering) with 3 years post-related experience; or a secondary educational qualification with 5 years post-related experience within the past 10 years.

Experience:

At least 3 years practical experience of implementation, maintenance, database administration, and fault analysis of large-scale server infrastructure, systems architecture, and client/server environments (Minimum 9 years total experience in information systems engineering/maintenance is highly sought for baseline seniority).

- Proven experience configuring hardware and software on enterprise servers and client baselines with the ability to work independently to solve problems;
- Deep understanding of ICT systems, database administration, and troubleshooting techniques utilizing complex test equipment;
- At least 2 years of experience leading, supervising, motivating, or directing a technical team of technicians;
- Advanced hands-on experience of hardware installations and third line maintenance of communication and information systems;
- Advanced understanding of server and client technologies, modern directory services (Microsoft Active Directory), and email exchange infrastructure;
- Advanced understanding of Virtualisation and clustered environments, virtual servers, systems storage solutions (iSCSI / Network based Storage), and standard disaster recovery techniques;
- Advanced knowledge of Pre-deployment Environments and Deployment Toolkits;
- Practical experience with copper and fiber based structured cabling, power cabling sub-systems, grounding, and bonding for IT equipment;
- Valid National Driver License for car and light vehicles (Equivalent to European Driving License Type B).

Training/Certifications:

NATO, NATIONAL Military or Industry equivalent Microsoft Accredited training (such as Microsoft Certified Systems Engineer [MCSE] or modern equivalent enterprise systems certificate).

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

Advanced technical certifications or vocational specializations in cloud systems administration, data centre infrastructure, or specialized database management.

Experience:

- Cisco Certified Networking Associate (CCNA) or other networking equivalent;
- Familiarity with NATO DCIS systems and processes;
- Working knowledge of network troubleshooting techniques;
- Practical experience with network security and related appliances (firewalls);
- Working knowledge of automated deployment tools, configuration management scripts, and systems diagnostic software;
- Working knowledge of Local Area Networks (LAN) / Wide Area Networks (WAN) technologies, Transmission Control Protocol (TCP)/Internet protocol (IP) and standard;
- Truck and Trailer license (C, E) or equivalent military equivalent;
- Forklift License.

Training/Certifications:

- NATO, NATIONAL Military or Industry equivalent ISM (Information System Module) or specialized Functional Area Systems (FAS) 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 Suitably Instructed Person (SIP) according to NEN 3140.

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.
- *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 NCIA is conducted in the English language.