



JOB DESCRIPTION

Post Details:

Post Title:	Service Engineer	Organisational Element:	CSU Naples
Military/Civilian:	Civilian	Location:	Lago Patria, Naples Italy

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 Directorate of CIS Support Units (DCSU), led by the Director, CIS Support Units, is the trusted collaborator for the Agency's global operational partners, overseeing the operational support functions essential for the delivery and maintenance of CIS communication and information services that are fundamental to NATO's overall mission and specifically to the local Command's mission. As a Directorate, the DCSU specializes in the delivery of essential CIS support services across the full range of CIS capabilities, operating as integral components of the Agency's service delivery and offering tailored assistance to ensure the effective setup, operation, and maintenance of critical communication and information systems across NATO entities, Nations and the Agency. The DCSU serves as a central hub for on-the-ground technical expertise, service portfolio management, and exercise support within the agency, serving as the face-to-face interface with customers everywhere the Agency operates and as such are attuned to their individual operational needs. DCSU supports its customers through the following delivery-focused value streams: 1) Manage, deliver and maintain assigned Communication and Information System (CIS) products and services for the NCIA's customers including NATO Headquarters (NHQ), NATO Command Structure (NCS), NATO Force Structure (NFS), NATO member Nations and internal Agency users. 2) Liaison, planning and coordinating functions for Alliance Missions, Operations and Exercises.

NCIA CIS Support Unit (CSU) Naples, located in Lago Patria, Naples, Italy, is responsible to manage, deliver and maintain assigned Communication and Information Systems (CIS) products and services for the Agency's customers during peacetime, crisis and war throughout its assigned AoR and as otherwise directed. As the local service provider for Joint Force Command Naples (JFCNP), NATO CIS Group 2nd NATO Signal Battalion (2NSB), Centre for Maritime Research and Experimentation (CMRE) and Service Management Authority (SMA) for JFCNP and CMRE, it supports the NCIA in delivering secure, reliable end-to-end services under the Enterprise Service Delivery Model (ESDM).

Under the direction of the Head, Service Management Branch (SMB), the SMB plans, oversees and manages delivery of the local aspects of customer-facing services. This includes consultation relative to catalogue

services delivered locally on behalf of Agency Service Centres, and direct responsibility for the portfolio of non-catalogue services. The SMB is accountable for resource management (financial and human resources), change and configuration management, as well as planning in support of local projects, exercises and Agency initiatives. Head SMB is accountable, on behalf of the CSU Commander, for Business Relationship Management (BRM) as the primary point of contact for the escalation of BRM issues, and locally responsible for customer satisfaction.

The SMB comprises the following organizational elements: the Service Level Management Section; the Resource Management Section; the Configuration and Change Management Section; and, the Project Management, Plans and Requirements Section.

Accountable to Head SMB, the Project Management Plans and Requirements (PMPR) Section is responsible for executing general planning in support of CSU operations, including crisis management and business continuity planning, service improvement planning, and policy/process/procedure development. PMPR provides technical, cost and workforce assessments and technical proposals against customer requirements for execution of local small-value projects received through the Service Level Management System (SLMS). PMPR also provides project management support for funded local projects, and local coordination of Agency projects as agreed in internal Agency agreements. In cooperation with Operation & Exercise Business Area where applicable, the PMPR coordinates local exercise support and participates in exercise planning events to capture and monitor customer requirements in support of both Military Training and Exercise Programme (MTEP) and local customer-driven training events. The PMPR provides technical advice as required through the SLMS.

Job role description:

The incumbent supports the design of local ICT services, associated systems and integration into existing infrastructure and services. To achieve this, it's necessary to design and review technical solutions, consistent with architecture guidance, assess the use of technologies and standards for ICT services, security and safety, re-use of components and provide input to Service Delivery Plans. The incumbent will provide input and review the Service Design before any ICT Service is chartered in a Service Catalogue and also provide input to continuous improvement of existing services.

Duties and Responsibilities:

Requirements definition and management

- Defines and manages scoping, requirements definition and prioritisation activities for initiatives of medium size and complexity.
- Contributes to selecting the requirements approach.
- Facilitates input from stakeholders, provides constructive challenge and enables effective prioritisation of requirements.
- Establishes requirements base-lines, obtains formal agreement to requirements, and ensures traceability to source.

Systems development management

- Plans and drives systems development projects which support the organisation's objectives and plans.
- Selects, adopts and adapts appropriate systems development methods, tools and techniques.
- Ensures that stakeholders are aware of required resources and that they are made available.
- Facilitates availability and optimum utilisation of resources.
- Monitors and reports on the progress of development projects.

- Ensures projects are carried out in accordance with agreed architectures, standards, methods and tools and addresses security and privacy requirements.
- Develops road maps to communicate future development activity.

Systems integration and build

- Provides technical expertise to enable the configuration of system components and equipment for systems testing.
- Collaborates with technical teams to develop and agree system integration plans and report on progress.
- Defines complex/new integration builds.
- Ensures that integration test environments are correctly configured.
- Designs, performs and reports results of tests of the integration build.
- Identifies and documents system integration components for recording in the configuration management system.
- Recommends and implements improvements to processes and tools.

Additional duties for this post:

Asset Management

- Supports management of assigned IT and operational assets across the C4ISR (Command, Control, Communications, Computers, Intelligence, Surveillance, and Reconnaissance) environment.
- Supports accurate asset tracking, lifecycle management, and optimization of resources to support mission-critical systems.

Configuration Management

- Oversees configuration management processes for infrastructure components and systems.
- Ensures that configurations are identified, documented, and maintained to enable system integrity, traceability, and controlled changes across the IT environment.

Change Control

- Supports the end-to-end change control process, including the assessment, approval, and implementation of modifications to systems or infrastructure.
- Ensures that all changes are evaluated for risk, tested, and deployed with minimal disruption to operations.

Release and Deployment Management

- Supports coordination and oversight of the release and deployment of assigned new systems, software, and updates.
- Enables successful delivery into production environments while maintaining stability and performance through proper planning, testing, and communication.

Communications

- Supports development and maintenance of secure and reliable communication systems supporting operational effectiveness.

Information Security

- Complies with information security controls, policies, and procedures to protect data and systems from unauthorized access or cyber threats.
- Supports security monitoring, incident response, and compliance with cybersecurity standards.

Risk Management

- Supports identification, assessment, and mitigation of operational and cyber risks within ICT and mission systems

Information Assurance

- Supports the confidentiality, integrity, and availability of information systems through policy enforcement, complying to security audits, and assurance testing.
- Works closely with cybersecurity teams to maintain compliance with security and regulatory requirements.

Technology Service Management

- Complies with IT service management (ITSM) practices to ensure the efficient and reliable delivery of technology services.
- Complies with incident, problem, and service request management processes, ensuring alignment with organizational goals and user needs.

Service Level Management

- Supports the definition, negotiation, and monitoring of service level agreements (SLAs) to ensure consistent service performance and customer satisfaction.
- Reviews key performance indicators (KPIs) and drives continuous improvement initiatives.

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 2 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 6 years extensive and progressive expertise in duties related to the function of the post.

Experience:

- Recent experience in Project management of C4ISR acquisition and/or development projects for a large organization;
- Experience in planning, design, system engineering and implementation of military or other C4ISR systems;
- Experience in Project Management tools, managing cost and labour.
- Experience in identifying and assessing new and emerging technologies and their adoption into larger systems
- Experience in developing technology roadmaps taking into account emerging technology solutions.
- Experience managing relationships with technical stakeholders (internal and external).
- Proven ability to apply analytical and systems thinking to complex problems.
- Proven ability to moderate technical design related discussions with multi-disciplinary teams.
- Proven ability to effectively communicate orally and in writing, with good briefing skills.

Training/Certifications:

- A recognised formal Project Management qualification, such as PRINCE2 or PMP. The lack of formal qualifications can be compensated by the demonstration of expertise and experience in the domain.

Education, Experience and Training (desirable):

Education:

Experience:

- Knowledge of NATO responsibilities and organization, including ACO and ACT
- Knowledge of NATO policies and procedures
- Prior experience in the use of BMC ITSM
- Prior experience of working in an international environment comprising both military and civilian elements;
- Thorough knowledge of computer-based tools for project planning/control and resource management (like MS Project or Service Now);
- Prior experience in the management of technical teams/personnel.

Training/Certifications:

- Management of Risk
- ITIL Foundation Certification

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.
- *Adapting and Responding to Change* - Adapts to changing circumstances; tolerates ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.
- *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.