



Duty Location: **Brussels, Belgium**

JOB DESCRIPTION

Senior Technician (Networks, Data and Voice)

Directorate of CIS Support Units – CSU Brussels

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.

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 Business Areas/Service Centres under the Enterprise Service Delivery Model (ESDM).

NCI Agency CIS Support Unit (CSU) Brussels, located in Brussels (BEL) is the primary Information, Communications and Technology (ICT) service provider for 24/7 support to the Secretary General, the International Staff (IS), the International Military Staff (IMS) and other Customers in the NATO Headquarters in Brussels. CSU Brussels enables end-to-end CIS services as it installs, operates, maintains and supports the full range of CIS capabilities during peacetime, crisis and war throughout its allocated Area of Responsibility (AOR) and as otherwise directed.

The Service Operations Branch (SOB) is responsible for providing local support to the provision of CIS services to local and remote customers in accordance with SLAs and other agreements. Under coordination of the NCI Agency's OPS Centre, SOB directs, coordinates, supervises and executes all local Service Operation activities required in support of all Business Areas. SOB provides local Level 1 and 2 CIS support, directly or as directed by the Enterprise Services Operations Centre and/or in coordination with the appropriate Business Areas. SOB contributes to Continual Service and Process Improvement and reports Key Performance Indicators to appropriate Business Areas. SOB is locally responsible for the installation, operation, maintenance and administration of assigned CIS equipment, as well as all operating systems, core and specific application software. SOB contributes to Problem Management, Access Management, Event Management, Request Fulfilment, Release and Deployment, Test and Validation, Configuration Management and Change Management in support of appropriate Business Areas and in coordination with Service Management Branch. SOB is responsible for the provision of limited support to corporate customers within the CSU AOR. SOB is further responsible for the development and continual improvement of Configuration, Problem, Change and Release Management processes and procedures.

Network Management Section (NMS) supports and maintains all Local Area Network Systems (Voice and Data) at NATO HQ. NMS is responsible for Voice implementations, all active and passive network

components on multiple networks. NMS provides infrastructure for journalists during Ministerial meetings and special events and provide support for Remote Connections to the main networks.

Duties:

Under the direction of Head, Network Management, but largely on own initiative, the incumbent will perform the following duties:

- Provides first and second line network support to the Service Centre;
- Performs diagnoses and resolve voice incidents and problems;
- Install, replace, modify and configure network systems;
- Monitors network systems and proactively report and resolve potential network issues;
- Performs software patching of the supported Unified Communications systems;
- Maintains sound knowledge on implemented technologies;
- Seeks recommendations from his/ her superiors for technical solutions;
- Investigates and propose improvements and solutions to equipment and configuration problems;
- Maintains liaison with other CSU internal units, Business Areas and other technical organisations;
- Creates and maintains Standard Operating Procedures and documentation of the supported Unified Communications systems;
- Implements procedures, tools and techniques for monitoring and managing the performance of ICT infrastructure (Voice) and provides reports as required;
- Monitors and reports on the capacity of the assigned ICT infrastructure (Voice);
- Assists with and implements assigned project work packages;
- Periodically provides on demand on-site or remote support outside of business hours when required;
- Performs other duties as may be required.
- Deputise for higher grade staff, if required.

Experience and Education:

- Higher vocational training in a relevant discipline with 2 years post-related experience or a secondary educational qualification with 4 years post-related experience;
- At least 2 year experience in a similar position;
- A certification of Microsoft Lync or equivalent through experience;
- At least 2 year experience with operation, deployment and configuration of Unified Communications systems such as Microsoft Lync or Microsoft Skype for Business;
- Experience with Voice Session Border Controllers;
- A good knowledge of protocols and standards utilized in VoIP and Unified Communications; SIP, TLS, MGCP, H.323, RTP (incl. G.711, G.729 codecs), and other similar standards;
- Experience in utilizing vendor's toolkits for collection of maintenance data, and ability to analyze them for both service improvement and troubleshooting purposes;
- Experience with device management tools such as Microsoft SCOM, HP Network Automation, Solar Winds to monitor devices, provide reporting and identifying devices that aren't functioning properly;
- Experience with O&M of PABX systems;
- Experience with Polycom provisioning systems and Polycom phones;
- Experience with Microsoft PowerShell SFB automation scripting and toolkits.

Desirable Experience and Education:

- Knowledge and experience with maintaining Alcatel PABX equipment;
- Experience with Active Directory and PKI technologies;
- ITIL certificate;
- Prior experience of working in an international environment comprising both military and civilian elements;

- Knowledge of NATO responsibilities and organization.

Language Proficiency:

- 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.

Competencies or Personal Attributes:

- 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.
- 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.