



## JOB DESCRIPTION

### Post Details:

Post Title:	Senior Technician (ICT Systems)	Organisational Element:	CSU Uedem
		Job Family:	Digital Backbone Engineering
Rank/Grade:	G10		
Military/Civilian:	Civilian	Location:	Uedem, DEU

### Organisation context:

This is a position within the NATO Communications and Information Agency (NCIA), an organisation of the North Atlantic Treaty Organization (NATO);  
 The NCIA has been established with a view to meeting to the best advantage the collective requirements of some or all NATO nations in the fields of capability delivery and service provision related to Consultation, Command & Control as well as Communications, Information and Cyber Defence functions, thereby also facilitating the integration of Intelligence, Surveillance, Reconnaissance, Target Acquisition functions and their associated information exchange.

### Organisational Element Statement of Functions:

NCI Agency CIS Support Unit (CSU) Uedem, located in Uedem, DEU, 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 and Service Management Authority (SMA) for the Combined Air Operations Centre – Uedem (CAOC-U), it supports the NCI Agency in delivering secure, reliable end-to-end services under the Enterprise Service Delivery Model (ESDM).

Under the direction of the Head, Service Operations Branch (SOB), the SOB is responsible for the provision of local CIS products and services as required in applicable service agreements. The SOB is responsible to deliver level one and two CIS support to catalogue services as specified in the Enterprise Service Delivery Model (ESDM) under the direction of Agency Service Centres and/or the Enterprise Service Operations Centre (ESOC). The SOB is also responsible to deliver levels one to three CIS support to applicable non-catalogue services as defined in the relevant service agreement(s). The SOB is consulted in relation to the continual improvement programme by reporting on key performance indicators in close coordination with the Service Level Management section. The SOB is locally responsible for the installation, operation, maintenance and administration of assigned Information and Communication Technology (ICT) hardware and software. The SOB is responsible, on behalf of the CSU Commander, for the secure operation of all assigned CIS/ICT as directed by the NATO Cyber Security Centre (NCSC). The SOB is accountable for local actions as part of Agency incident management and service request management processes in coordination with the ESOC and SMB and deployment management in coordination with Service Management and Control (SMC) and the SMB. The SOB is consulted in relation to problem management,

release management, event management, service validation and testing, configuration and change management, in support of the responsible Agency Service Centre or the SMB.

### **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**

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

#### **Systems installation and removal**

- Installs or removes system components using supplied installation instructions and tools.
- Conducts standard tests and contributes to investigations of problems and faults.
- Confirms the correct working of installations.
- Documents results in accordance with agreed procedures.

#### **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 of Branch Head (Service Operations) NSV VSO 0010, the incumbent will perform duties such as the following:

- Install, operate and maintain all associated hardware and software, databases, applications and ICT Platforms utilising a full range of documentation and tools to maintain system serviceability and stay abreast of the latest developments;
- Actively monitor system logs to ensure the delivered service is being supported in accordance with the authorized Service Level Agreement (SLA) for that system. Action all discrepancies through immediate line management and/or service line support. Provide technical advice where appropriate;
- Monitor the service management system and react to incidents and tasks. Facilitate the evaluation of change requests by providing technical advice to determine appropriate solutions in response. Leads the implementation of the appropriate change control procedures on behalf of SOB. Contributes, as required, to investigations of system disruptions and faults concerning the installation and functionality of hardware and/or software. Instigate the correct course of action and reports actions through the appropriate channels on behalf of SOB;
- Document all design and configuration changes for assigned applications and ICT Platforms. Use the appropriate tools to accurately create or amend operating procedures;
- Support, monitor and reports application and data integrity for all assigned ICT Platforms, support IT Service Continuity Management (ITSCM), Business Continuity and Disaster Recovery Plans. Provide reports as required;
- Maintain liaison with CSU internal units, NCIA Business area's (BA's) and other technical organisations to maintain our technical cohesion and improve customer support;
- Create and maintain knowledge management systems and content to meet business needs. Encourage others to complete knowledge management activities and form knowledge management habits in relation to SOB. This may include the requirement to develop suitable action plans to cascade training as required;
- Use recommended portfolio, program and project control solutions for planning, scheduling and tracking of identified project activities. Provide administrative services and oversight of work assigned to personnel which may include project boards, project assurance, implementation and validation testing;
- Conduct equipment trials and validation testing of new software releases for systems;
- Assume the roles of system administrator and security manager utilizing a Delegation Model approach in order to maintain the integrity of the SOB;
- Generate continuity by providing technical expertise and oversight regarding defined systems. Coordinate the collaboration with CSU, BA and external agencies to ensure compliance and act with delegated authority from branch Head to execute the role;
- Respond timely to CSU recall requests in support of high priority tasking's;
- Deputize for higher grade staff, if required;
- Perform other duties as may be required.

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

**Education:**

- Higher vocational training in a relevant discipline with 2 years post experience, or a Secondary educational qualification with 4 years post-related experience.

**Experience:**

- Background in IT, including troubleshooting, maintenance and configuration of Windows Server Platforms and/or Oracle/Linux/Unix platforms

**Training/Certifications:**

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

**Education:**

**Experience:**

- Prior experience of working in an international environment comprising both military and civilian elements;
- Knowledge of ITIL processes and procedures;
- Knowledge of NATO responsibilities and organization, including ACO and ACT;
- Prior experience of working in support of AirC2 systems and/or Tactical Data Links;

**Training/Certifications:**

- ITIL® Foundation
- Oracle Linux Training and/or certification
- Microsoft Certified Server Administrator

**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 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 NCIA offices;

May be required to undertake duty travel to operational theatres inside and

**Work Environment:** outside NATO boundaries.  
Work is normally performed in a typical Secure Facility / CIS Facility environment.