



JOB DESCRIPTION

Post Details:

Post Title:	Senior Technician (Digital Communication Services)	Organisational Element:	CSU Izmir
Military/Civilian:	CIV	Location:	Izmir (TUR)

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.

Organizational Element Statement of Functions:

NCIA CIS Support Unit (CSU) Izmir, located in Izmir (TUR) 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.

Job role description:

A Senior Technician (Digital Communications Services) is responsible for maintaining and troubleshooting the digital infrastructure of an organization. This includes managing servers, networks, and other hardware and software systems that support the organization's digital operations. The technician ensures that all systems are functioning properly and efficiently and may work with other IT professionals to develop and implement new technologies to improve the organization's digital capabilities.

Duties and Responsibilities:

Systems design

- Follows standard approaches and established design patterns to create new designs for simple systems or system components.
- Identifies and resolves minor design issues.

- Identifies alternative design options and seeks guidance when deviating from established design patterns.

Network design

- Specifies the technical configurations and components required for a small network or a network segment in a more complex infrastructure.
- Follows organisational architectures and standards.

Systems integration and build

- Defines the software modules needed for an integration build and produces a build definition for each generation of the software.
- Accepts completed software modules, ensuring that they meet defined criteria.
- Produces software builds from software source code for loading onto target hardware.
- Configures the hardware and software environment as required by the system being integrated.
- Produces integration test specifications, conducts tests and records and reports on outcomes.
- Diagnoses faults and records and reports on the results of tests.
- Produces system integration reports.

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.
- Assists with specified maintenance procedures for Siemens telephone switchboard, Desk/DECT phone, VoIP/VoSIP phones.

Additional duties for this post:

- Set up and manage the AV infrastructure for digital meetings and events; from AV equipment to streaming and recording;
- Write, plan and execute a full AV implementation plan in alignment with customers, providing excellent customer service and communication;
- Prepare and manage a (mobile) streaming studio including videowalls, greenscreen, etc.;
- Create and write a technical plan and Run of Show for larger digital/hybrid conferences and events;
- Instruct and supervise a technical team during larger digital/hybrid conferences and events;
- Design and create jingle's, banners, and other digital signage required for digital events and meetings;
- Support CISCO WebEx, MS Teams and other event/meeting platforms for Digital/Hybrid Events;
- Provide first level support and troubleshooting for customers experiencing issues with conference scheduling, video bridging, recording etc.;
- Identify, verify and diagnose suspected trouble AV/VTC Resources and Services through monitoring;
- Ensure corrective actions are taken under direction of NDW Engineers (VTC);
- 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-related experience. Or a secondary educational qualification with 4 years post-related experience.

Experience:

At least 2 years hands-on experience with the designing, implementing, and maintaining the core network architecture for large organizations.

Experience configuring, troubleshooting and optimizing routers, switches, firewalls, and other hardware/software networking elements.

Adequate communication and interpersonal skills.

Good analytical skills and problem-solving attitude.

Training/Certifications:

Education, Experience and Training (desirable):

Experience:

At least two years in working at an International or multinational organization.

At least two years' experience in managing Cisco Local Area Network devices and end user devices.

Experience in troubleshooting and configuring Polycom VTC devices.

Experience in operating Siemens HiPath switchboard.

Experience in setup and operating Audio/ visual devices to support indoor and outdoor events.

Training/Certifications:

CCNA (Cisco Certified Network Associate)

Network Training N+

Basic Computer training A+

Behavioural competencies:

- *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.
- *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 NCI Agency is conducted in the English language.