



JOB DESCRIPTION

Post Details:

Post Title:	Head Engineering Environment Services	Organisational Element:	NATO Infrastructure Services Centre (NISC)
Military/Civilian:	CIV	Location:	The Hague (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 NATO Infrastructure Service Centre (NISC) Business Area Lead (BAL) is accountable for planning and executing the full lifecycle management activities (design, transition and operations) for the identified area of responsibility. NISC provides generic, domain independent, technical functionality that enables and facilitates the operation and use of Information Technology (IT) resources. NISC services (including: subject matter expertise; acquisition; project management, operations and maintenance; and, disposal) are provided in the following technical domains: network services (to include routing, switching and transmission services), infrastructure hosting, storage and processing, infrastructure networking, HW and SW management, databases and web platform services, as well as identity management. The NISC services are provided throughout the lifecycle to both internal and external customers in both static and deployable settings..

The Engineering Environment Services (EES) element of NISC, performs the complete lifecycle management of complex engineering environments on multiple security classifications, supporting projects both internal and external to NCIA.

Job role description:

Head Engineering Environment Services (H-EES) is system custodian of the Engineering Environments. Under its lead, a team of Military, Civilian and industry technical experts and engineers, perform the operation and maintenance, guaranteeing system availability and compliance with strict security regulations. They translate approved customer use cases into technical solutions. They select, design and implement technologies, fulfilling customer requirements. They maintain an infrastructure with adequate capacity and

capabilities to respond in due time to new or changing stakeholder demand.

H-EES is responsible for managing teams, resources and overseeing execution of the work within the area of expertise and responsibility. In addition to this, they are responsible to coordinate with other Heads of element to contribute to the Business Area objectives, projects and initiatives ensuring alignment with the overall Agency Strategic Plan.

The role reports to the NISC Principal Business Manager.

Duties and Responsibilities:

Service level management

- Ensure that services are monitored according to appropriate KPIs and targets;
- Ensures that service level agreements are complete and cost-effective;
- Ensures that procedures are established, reviewed and maintained;
- Reviews service delivery to ensure that agreed targets are met.

Performance management

- Forms, maintains and leads workgroups and individuals to achieve organisational objectives;
- Determines and delegates objectives and task responsibilities to individuals or teams — including people management responsibilities as appropriate;
- Sets the quality, performance and capability targets in line with organisational goals;
- Monitors performance and working relationships and provides effective feedback to address individual issues;
- Encourages individual development of skills and capabilities in line with team and personal goals;
- Facilitates the development of individuals by adjusting workload, targets, and team capacity;
- Plays an active role in formal organisational processes such recruitment, reward, promotion and disciplinary procedures.

Organisational facilitation

- Acts as a single Point of Contact to coordinate and escalate service provision exceptions and change requests;
- Provides support, guidance and suggestions to workgroups and teams to learn collaborative problem solving and improve their team performance;
- Supports recurring ISO certification briefings, for topics within the area of expertise and responsibility;
- Recognises and works with the strengths and constraints of team dynamics;
- Creates shared responsibilities and sustainable agreements with the team;
- Implements and improves agreed team principles, practices, processes & ceremonies.

Stakeholder relationship management

- Acts as a single Point of Contact for delivered services, understands stakeholder needs and adapts service provision and KPIs accordingly;
- Understands evolving customer requirements and proposes changes to adapt service offering accordingly;
- Translates communications/stakeholder engagement strategies into specific activities and deliverables;
- Facilitates open communication and discussion between stakeholders;
- Acts as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans;
- Provides informed feedback to assess and promote understanding;

- Facilitates business decision-making processes;
- Captures and disseminates technical and business information.

Additional duties for this post:

Team Management

- Manages the people within the reporting line;
- Ensures adequate types and amount of skillsets and technical assets are available to meet current and future demands;
- Allocates staff to projects/activities in line with BA needs and available skillsets;
- Contributes to the establishment of customer Programmes of Work;
- Facilitates the temporary reallocation of technical staff between SAs in case of shifting priorities;
- Deputize for higher grade staff, if required;
- Performs other duties as may be required.

Education, Experience and Training (essential):

Education:

A Master's degree at a nationally recognised/certified University in a related discipline and 5 years post-related experience. Or a Bachelor's degree with 8 years post related experience.

Experience:

- Proven experience in the leadership and management of a team of engineers;
- Practical experience leading working groups on system engineering activities;
- Cooperative mind set and experience in stakeholder management;
- Experience briefing technical processes to external auditors;
- Practical experience describing complex systems in a clear and concise manner to senior stakeholders;
- Proven experience in building and leading technical teams;
- Excellent communication, leadership, and interpersonal skills.

Training/Certifications:

Education, Experience and Training (desirable):

Education:

Experience:

- Prior experience managing military and civilian elements in an international environment.
- Knowledge of NATO responsibilities and organization, including Allied Command Operations and Allied Command Transformation.

- The ability and experience to brief international audiences.

Training:

- Project Management Certification (PRINCE2, PMP PMI or equivalent)
- ITIL v4 Foundation

Behavioral 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.
- *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.
- *Leading and Managing* - Provides others with a clear direction; motivates and empowers others; attracts and develops staff of a high calibre; provides staff with development opportunities and coaching; sets appropriate standards of behaviour.

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.