



JOB DESCRIPTION

Post Details:

Post Title:	Section Head CIS Operations	Organisational Element:	NCSC
Military/Civilian:	Civilian	Location:	Mons, BEL

Organisation context:

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.

Organisational Element Statement of Functions:

The NATO Cyber Security Centre (NCSC) delivers full lifecycle cyber services to enable the secure execution of NATO's consultation, operations, and missions and enhance the Alliance's collective cyber defence.

As its principal provider of cyber services, the NCSC makes NATO more resilient to cyber threats, protecting and defending Communications and Information Systems (CIS) through centralized and round-the-clock services. The NCSC also leads the implementation of new cyber capabilities within NATO and supports other Business Areas in the implementation and delivery of cybersecurity projects and services. In addition to delivering services and managing projects, the NCSC also provides the technical hands-on-keyboard experts for the conduct of Defensive Cyber Operations (DCOs).

Core activities include, inter alia, technical design, guidelines development, accreditation support, cybersecurity capabilities management, vulnerability assessment and remediation support, operating the NATO Public Key Infrastructure, malicious activity detection, threat hunting, incident response, information sharing, TEMPEST zoning, management of cryptographic systems, penetration testing, purple and red teaming, and defensive cyber operations including maintaining a rapid reaction team. It also tracks research and pursues innovation in cyber.

The NCSC is the centre of technical expertise for cyber within the Alliance and leads information sharing and collaboration initiatives at the technical level within the Alliance and with external stakeholders.

The NCSC is part of the nucleus of the NATO Integrated Cyber Defence Centre (NICC).

Job role description:

The Head of Section is responsible for managing teams, resources and overseeing execution of the programme of work within the area of expertise and responsibility. In addition to this, they are responsible to coordinate with other Heads of Branch/Sections as needed to contribute to the Business Area objectives, projects and initiatives ensuring alignment with the overall Agency Strategic Plan.

Duties and Responsibilities:

Strategic planning:

- Develops, communicates, implements and reviews the processes which embed strategic management in the operational management of the organisation.
- Leads and manages the creation or review of a strategy that meets the requirements of the business.
- Sets policies, standards, and guidelines for how the organisation conducts strategy development and planning.

Specialist advice:

- Provides detailed and specific advice regarding the application of their specialism to the organisation's planning and operations.
- Actively maintains knowledge in one or more identifiable specialisms.
- Recognises and identifies the boundaries of their own specialist knowledge.
- Where appropriate, collaborates with other specialists to ensure advice given is appropriate to the organisation's needs.

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:

- Facilitates workgroups to deliver defined goals and outcomes.
- Provides support, guidance and suggestions to workgroups and teams to learn collaborative problem solving and improve their team performance.
- Creates shared responsibilities and sustainable agreements with the team.
- Implements and improves agreed team principles, practices, processes & ceremonies.
- Recognises and works with the strengths and constraints of team dynamics.

Resourcing:

- Plans and manages the acquisition and deployment of resources to meet specific needs and ongoing demand.
- Defines and manages the implementation of resourcing processes and tools.
- Advises on available options and customises resourcing approach to meet requirements.
- Adheres to standards, statutory or external regulations and codes of practice and ensures compliance.
- Engages with external parties in support of resourcing plans.
- Measures effectiveness of resourcing processes and implements improvements.

Stakeholder relationship management:

- Identifies the communications and relationship needs of stakeholder groups.

- 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.

Financial Risk Management:

- Updates and implements improvements to risk assessment and management methods.
- Evaluates the benefits and drawbacks of alternative risk management approaches.
- Recommends risk assessment procedures and techniques based on organizational need.
- Consults on a variety of risk assessment approaches and applications.
- Evaluates, recommends, and justifies optimum risk management scenarios.
- Advises others on a variety of risk and reward factors and their relationships.

HR: Policies, Standards and Procedures:

- Evaluates the impact of standards and policies across functional specialties.
- Collaborates with other functions in establishing and documenting joint standards.
- Manages change and helps organization adjust to unforeseen HR issues that arise.
- Monitors organizational compliance of HR policies, standards and procedures.
- Directs the development of organizational policies and practices.
- Advises on existing and evolving standards and procedures and their impact on HR operations.

Additional duties for this post:

- Overseeing the day-to-day operations of the section, including delegating tasks and ensuring that all work is completed on time and to a high standard.
- Developing and implementing strategies to achieve the section's goals and objectives, in line with the organisation's overall mission and vision.
- Champion the use of modern technologies, staying current with developments in network and infrastructure technologies i.e. SDA, SDN. Promote adoption of automation tools (e.g Ansible, Terraform), and facilitate the use of Cloud architectures.
- Ensure the effective oversight and management of any outsourced service to industry, including Service Delivery, Problem, Change, Configuration, Budget, and Issue management of the Contract and associated Service Level Agreements.
- Work in conjunction with Segment, Service and Solution Architects to ensure Service Roadmap development for IaaS and PaaS services. Align roadmap with emerging technologies and organizational strategies.
- Perform other duties as may be required.
- Deputise for higher grade staff, if required

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 3 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 10 years extensive and progressive expertise in duties related to the function of the post.

Experience:

- Proven experience managing teams, resources, projects and service delivery.
- Demonstrable experience and knowledge in the management of operating systems, networking, databases.
- Have demonstrable knowledge of data centre Management, including 24/7 operations concepts, installation, maintenance, and upgrades of data centre infrastructure, develop and maintain disaster recovery and backup plans.
- Proven abilities to lead cross-functional teams and manage complex projects
- Have a full understanding of Software Defined Networks, and their application within a CIS Enterprise environment.
- Have a full understanding of Infrastructure automation (e.g. Ansible, Terraform), and have practical experience in their deployment and configuration.
- Have demonstrable knowledge of Cyber Security concepts and their implementation within a complex Enterprise CIS environment.

Training/Certifications:

- Hold ITIL Practitioner certificates in Service Operations.
- Hold recognised certifications in one or more of the following: Operating Systems, Networking and Database Management, Cloud Technologies.
- Hold Prince 2 Project Management Certification.

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

- Hold a Masters Degree in a related discipline.

Experience:

- Financial acumen: Experience in budget planning, cost optimization, and resource allocation.
- Ability to design and execute service roadmaps aligned with business goals.

Training/Certifications:

- Hold ITIL Practitioner certificates in any of the following: Continual Service Improvement, Issue, Problem Management

Behavioural 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 NCI Agency is conducted in the English language.