



JOB DESCRIPTION

Post Details:

Post Title:	Engineer (Digital Infrastructure)	Organisational Element:	CSU Brunssum
Military/Civilian:	CIV	Location:	Brunssum, 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 Directorate of CIS Support Units (DCSUs) leads CIS Support Units (CSUs) business area and oversee all CSUs, along with the Operations and Exercises Service Line. DCSUs enables end-to-end CIS services by directing the Agency's local units at each command location through the installation, operation, maintenance and support of the full range of CIS capabilities. The CSUs play an integral role in the delivery of catalogue and non-catalogue services to the Agency's customers.

NCIA CIS Support Unit (CSU) Brunssum, located in Brunssum (NLD) 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

Under the Command of CIS Support Unit (CSU) Brunssum as its Service Management Authority (SMA), the CIS Support Element (CSE) Ulm, located in Ulm, 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 for Joint Support Enabling Command (JSEC) Ulm, it supports the NCIA in delivering secure, reliable end-to-end services under the Enterprise Service Delivery Model (ESDM).

Job role description:

A Digital Infrastructure Engineer is responsible for designing, implementing, and managing the underlying technology, software and hardware components that ensure the smooth functioning of servers, storage systems, data centers, and cloud services, enabling seamless secure data processing and systems reliability. Their responsibilities revolve around ensuring the reliability, scalability, and security of the organization's digital infrastructure. They troubleshoot issues, perform regular maintenance, and collaborate

with other cross-functional ICT teams to address technical issues promptly, integrate emerging technologies, supporting the organization's digital transformation goals and ensuring efficient, resilient, scalable, and secure digital infrastructure.

Duties and Responsibilities:

Information security

- Provides guidance on the application and operation of elementary physical, procedural and technical security controls.
- Explains the purpose of security controls and performs security risk and business impact analysis for medium complexity information systems.
- Identifies risks that arise from potential technical solution architectures.
- Designs alternate solutions or countermeasures and ensures they mitigate identified risks.
- Investigates suspected attacks and supports security incident management.

Systems design

- Designs system components using appropriate modelling techniques following agreed architectures, design standards, patterns and methodology.
- Identifies and evaluates alternative design options and trade-offs.
- Creates multiple design views to address the concerns of the different stakeholders and to handle functional and non-functional requirements.
- Models, simulates or prototypes the behaviour of proposed system components to enable approval by stakeholders.
- Produces detailed design specifications to form the basis for the construction of systems.
- Reviews, verifies and improves own designs against specifications.

Systems integration and build

- Provides technical expertise to enable the configuration of system components and equipment for systems testing.
- Collaborates with technical teams to develop and agree system integration plans and report on progress.
- Defines complex/new integration builds.
- Ensures that integration test environments are correctly configured.
- Designs, performs and reports results of tests of the integration build.
- Identifies and documents system integration components for recording in the configuration management system.
- Recommends and implements improvements to processes and tools.

IT infrastructure

- Provisions/installs, configures and maintains infrastructure services and components.
- Monitors, measures and reports on infrastructure load, performance and security events.
- Identifies operational issues and contributes to their resolution.
- Carries out agreed operational procedures, including backup/restore, using supplied infrastructure tools and scripts.
- Carries out agreed system software maintenance tasks.

- Automates routine system administration tasks to specifications using standard tools and basic scripting.

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.

Storage management

- Prepares and maintains operational procedures for storage management.
- Monitors capacity, performance, availability and other operational metrics.
- Takes appropriate action to ensure corrective and proactive maintenance of storage and backup systems to protect and secure business information.
- Creates reports and proposals for improvement.
- Contributes to the planning and implementation of new installations and scheduled maintenance and changes of existing systems.

Additional duties for this post:

- Periodically provides on demand support outside of business hours that could require working on site
- Deputizes for head IIS section, if required
- Perform other duties as may be 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 2 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 6 years extensive and progressive expertise in duties related to the function of the post.

Experience:

At least 2 years practical experience in the designing, implementing, and managing the underlying technology, software and hardware components that ensure the smooth functioning of servers, storage systems, data centers, and cloud services.

Practical experience troubleshooting infrastructure related issues, perform regular maintenance.

Good communication and interpersonal skills.

Good analytical skills and solution-oriented attitude.

Training/Certifications:

ITIL Foundation certification.

Education, Experience and Training (desirable):

Experience:

- Support and implementation of VMware based virtualization infrastructure
- Support and implementation of Hewlett Packard server and storage hardware
- Support and implementation of Microsoft and Linux servers, possibly clustered, high availability configurations
- Support and implementation of storage solutions
- Support and implementation of Cloud-based Services
- Very good knowledge and work experience with current versions of Microsoft Windows operating systems in a large scale client-server environment using Active Directory Services;
- Very good awareness of security aspects and know how to implement security policies, with a good understanding and knowledge of systems usability;
- Very good knowledge of mainstream hypervisors;
- Good knowledge of Linux operating systems in a large scale heterogeneous client-server network;

Experience of working in an international environment comprising both military and civilian elements

Experience of working with transitioning IT services to service-based contracts;

Leading technical teams.

Training/Certifications:

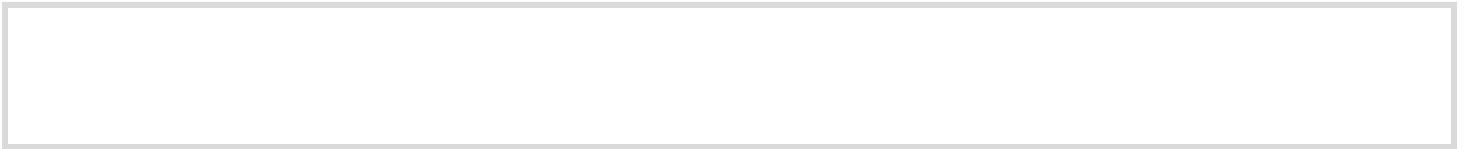
VMware certifications

Windows and Linux server administration certifications

SQL database knowledge

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.
- **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.



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.