



JOB DESCRIPTION

Post Details:

Post Title:	Senior Technician	Organisational Element:	CSU Brussels
Military/Civilian:	Civilian	Location:	Brussels, Belgium

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.

The Directorate of CIS Support Units (DCSU), led by the Director, CIS Support Units, is the trusted collaborator for the Agency's global operational partners, overseeing the operational support functions essential for the delivery and maintenance of CIS communication and information services that are fundamental to NATO's overall mission and specifically to the local Command's mission. As a Directorate, the DCSU specializes in the delivery of essential CIS support services across the full range of CIS capabilities, operating as integral components of the Agency's service delivery and offering tailored assistance to ensure the effective setup, operation, and maintenance of critical communication and information systems across NATO entities, Nations and the Agency. The DCSU serves as a central hub for on-the-ground technical expertise, service portfolio management, and exercise support within the agency, serving as the face-to-face interface with customers everywhere the Agency operates and as such are attuned to their individual operational needs. DCSU supports its customers through the following delivery-focused value streams: 1) Manage, deliver and maintain assigned Communication and Information System (CIS) products and services for the NCIA's customers including NATO Headquarters (NHQ), NATO Command Structure (NCS), NATO Force Structure (NFS), NATO member Nations and internal Agency users. 2) Liaison, planning and coordinating functions for Alliance Missions, Operations and Exercises. The DCSU executes its core business through a by delivering catalogue services on behalf of the Agency's Business Areas, while delivering tailored non-catalogue services directly through local service agreements. Within this framework the DCSU holds key responsibilities fundamental to NATO's overall mission and specifically to the local Command's mission, providing the Agency's interface for supplying the C2 Catalogue of Services to customers that are planning and/or executing operations and exercises. It ensures that the Agency's responsibilities to deployed operations are met in line with the C2 arrangements, agreed Service Level Agreements (SLAs) and possible additional resources received through the Customer Request Form (CRF)/Price Proposal (PP) process. The unit provides the customer interface in a consultancy capacity to match/estimate customer requirements against those services available from the Agency. O&E is also responsible for the coordination, with the units and other elements concerned, of the budget committed to operations support and the coordination related to NCIA personnel's deployment. During major exercises, O&E leads the execution of customer requested services in coordination with the ESOC. The DCSU serves as the primary advisor to the Chief of Staff (COS) on matters related to operational service delivery strategy, and is accountable to the GM for ensuring the Agency's delivery via units in 22 locations, spread across 12 countries and up to 8 different time zones. DCSU Services are delivered in coordination with the Enterprise Service Operations Centre (ESOC) and Agency Business Areas under the Enterprise Service Delivery Model (ESDM).

Organisational Element Statement of Functions:

NCIA CIS Support Unit (CSU) Brussels, located in Brussels (BEL) is the primary Information, Communications and Technology (ICT) service provider for 24/7 support to the Secretary General, the International Staff (IS), the International Military Staff (IMS) and other Customers in the NATO Headquarters in Brussels. CSU Brussels 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.

Service Support Branch (SSB) executes/contributes to Level 1 support of Incident Management and Request Fulfilment. This branch supports service provision to the local customer as defined in the SLA; this includes the end-to-end service, as well as proactive local Incident Management, Problem Management, Event Management. It also installs local software in support of release and deployment management in DAS and ensures that appropriate KPIs are met and reports to Service Lines and Service Management Branch on a regular base.

Job role description:

The Senior Technician (Customer Service Desk) will perform duties such as the following:

- Provides superior customer service and responsiveness that inspires confidence with the customer;
- Applies advanced problem-solving skills and experiences in problem fault resolution;
- Creates, maintains, and utilizes standard operating procedures, processes and support documentation;
- Establishes strong working relations with customers and team members;
- Provides mentorship and assistance to less experienced analysts;
- Validates and assures escalation processes are monitored for SLA compliance;
- Engages other Service Lines (SL's), branches, corporate groups and service desks to improve service quality and SLA delivery;
- Might work on shift or extended working hours;
- Deputizes for higher role and responsibilities when required.

Duties and Responsibilities:

Knowledge management

- Maintains knowledge management systems and content to meet business needs.
- Supports others to enable them to complete knowledge management activities and form knowledge management habits.
- Supports changes to work practices to support capture and use of knowledge.
- Reports on the progress of knowledge management activities.
- Configures and develops knowledge management systems and standards.

Application support

- Follows agreed procedures to identify and resolve issues with applications.
- Uses application management software and tools to collect agreed performance statistics.
- Carries out agreed applications maintenance tasks.

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.

Incident management

- Provides first line investigation and gathers information to enable incident resolution and allocate incidents.
- Advises relevant persons of actions taken.

Customer service support

- Acts as the routine contact point, receiving and handling requests for support.
- Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution.
- Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate.
- Assists with the development of standards, and applies these to track, monitor, report, resolve or escalate issues.
- Contributes to creation of support documentation.

Additional duties for this post:

- Provides 1st level ICT support to users via available communication channels: walk-in IT kiosk, support via telephone, IT Service Management systems and e-mail.
- Manage end-to-end device provisioning, including staging, user enrollment, and end-user onboarding through structured briefings and basic training on systems, security, and best practices.
- Manages the end-to-end lifecycle of incidents and service requests in the IT Service Management ticketing systems.
- Manages and keeps asset management records up to date throughout their lifecycle in the ITAM systems.
- Provides input and contributions to the implementation of NCIA Continuous Service Improvement (CSI) processes.
- 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:

- Good knowledge of and experience in the installation, maintenance and troubleshooting of OS Windows, MS Office, Visio, MS Project and Internet Explorer;
- Experience in the installation and maintenance of mobile computing solutions (e.g. VPN access, Notebooks, Remote Access and WLAN);
- Experience is demanding customer facing roles and in end-user support in general;
- Extensive experience in performing user administration in MS Active Directory and Exchange;
- Experience of Outlook configuration and administration and troubleshooting in an MS exchange environment;
- Competency in call centre tracking tools;
- Prior experience supporting customers in use of application software;
- Proficiency in using support software tools;
- Strong experience with automating IT tasks and processes and procedures.

Training/Certifications:

- Courses/certifications in IT

Education, Experience and Training (desirable):

Experience:

- Good knowledge in using ITSM systems such as BMC Remedy;
- Support and implementation of Cloud-based Services;
- Mobile Device Management (MDM) knowledge.

Training/Certifications:

- ITIL 4 Foundation Certification
- Service Desk Analyst Certification
- ITSM - Incident Management

Behavioural competencies:

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.

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:

NOTE: Most of the work of the NCIA is conducted in English language. This post requires a thorough knowledge of English (understanding, speaking, writing).