



JOB DESCRIPTION

Post Details:

Post Title:	Senior Technician (Digital Infrastructure)	Organisational Element:	CSU Brussels
Military/Civilian:	Civilian	Location:	Brussels, 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:

NCI Agency 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.

Job role description:

A Senior Technician (Digital Infrastructure) is responsible for installing, configuring, and maintaining computer systems and networks. They ensure that digital infrastructure is functioning properly and troubleshoot any issues that arise. They may also be responsible for managing security protocols and implementing upgrades to hardware and software to secure digital infrastructure.

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.

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.

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.

Storage management

- Performs regular high-performance, scalable backups and restores on a schedule and tracks offsite storage.
- Implements documented configurations for allocation of storage, installation and maintenance of secure storage systems using the agreed operational procedures.
- Identifies operational problems and contributes to their resolution.
- Uses standard management and reporting tools to collect and report on storage utilisation, performance and backup statistics.

Additional duties for this post:

- Periodically provides on demand support outside of business hours that could require working on site.
- Deputizes 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' experience in the 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.

Adequate communication and interpersonal skills.

Good analytical skills and solution-oriented attitude.

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

- Support and implementation of Cloud-based Services;
- Support and implementation of DELL server hardware;
- Support and implementation of Oracle Linux (or RedHat) servers, possibly clustered, in a High Availability configuration;
- Support and implementation of storage solutions;
- Experience of working in an international environment comprising both military and civilian elements;
- Experience of working with transitioning IT services to service-based contracts.

Behavioral 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:

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.