



JOB DESCRIPTION

Post Details:

Post Title:	Senior Technician (Technical Coordination)	Organisational Element: DCSU/CSU Norfolk
Military/Civilian:	Civilian	Location: Norfolk, VA, USA

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:

CSU Norfolk enables end-to-end CIS services, installing, operating, maintaining and supporting the full range of CIS capabilities during peacetime, crisis and war throughout its allocated Area of Responsibility (AoR). The Service Operations Branch (SOB) is responsible for providing local support to the provision of CIS services in transition, operation and maintenance of all assigned Core and, where tasked, Joint Intelligence Surveillance and Reconnaissance Services, Service Support and Business Applications and CIS systems direct support of local and remote customers in accordance with SLAs and other agreements. Under coordination of the NCIA's Enterprise Service Operations Centre, SOB directs, coordinates, supervises and executes all local Service Operation activities required in support of all Business Areas. SOB provides local Level 1 and 2 support, directly or as directed by the Enterprise Services Operations Centre and/or in coordination with the appropriate Business Areas. SOB contributes to Continual Service and Process Improvement and reports Key Performance Indicators to appropriate Business Areas. SOB is locally responsible for the installation, operation, maintenance and administration of assigned IT, Network, Cable, VTC, Voice and Video equipment, as well as all operating system, core and specific application software. SOB ensures physical Security is monitored and maintained, and Cyber Security activities are performed as delegated by Cyber Security SL. It coordinates the real life support with the local hosting HQ. SOB contributes to Problem Management, Access Management, Event Management, Request Fulfilment, Release and Deployment, Test and Validation, Configuration Management and Change Management in support of appropriate Business Areas and in coordination with Service Management Branch. SOB is responsible for the provision of limited support to corporate customers within the CSU AOR.

Job role description:

A Senior Technician (Technical Coordination) assists with the implementation and maintenance of ICT end systems within the organization. They assist with tasks related to configuring hardware and software, managing computers and networks devices, managing technical issues (incidents), system availability and reliability, tracking security patching and assisting to technical teams supporting end-users. They support the efficient delivery of CIS services by coordinating the cross-functional resolution of incidents. Their role is important in ensuring that the user facing ICT systems function seamlessly, enabling effective communication, data management, digital operations and overall productivity across the organization.

Duties and Responsibilities:**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.

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.

Availability management

- Analyses service and component availability, reliability, maintainability and serviceability.
- Contributes to the availability management process and its operation.
- Performs defined availability management tasks.
- Ensures that services and components meet and continue to meet all of their agreed performance targets and service levels.
- Implements arrangements for disaster recovery and documents recovery procedures.
- Conducts testing of recovery procedures.

Incident management

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

Problem management

- Investigates problems in systems, processes and services.
- Assists with the implementation of agreed remedies and preventative measures.

Customer service support

- Responds to common requests for service by providing information to enable fulfilment.
- Promptly allocates unresolved calls as appropriate.
- Maintains records, informs users about the process and advises relevant persons of actions taken.

Additional duties for this post:

- Maintain close liaison with other technicians and engineers throughout the CSU, other CSUs, and Business Areas to promote efficient operation of services;
- Support HF/UHF and SATCOM;
- Deputize 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:

Practical experience of implementation and maintenance of ICT end systems within a large organization.

Extensive experience configuring hardware and software.

A strong understanding of ICT systems and the ability to work independently to solve problems.

Practical experience troubleshooting technical issues and providing technical support to end-users.

Training/Certifications:

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.