This is a position within the NATO Communications and Information Agency (NCI Agency), part of the North Atlantic Treaty Organization (NATO);

The NCIA has been established with a view to meeting to the best advantage the collective requirements of some or all NATO nations in the fields of capability delivery and service provision related to Consultation, Command & Control as well as Communications, Information and Cyber Defence functions, thereby also facilitating the integration of Intelligence, Surveillance, Reconnaissance, Target Acquisition functions and their associated information exchange.

Director of Infrastructure Services (DIS) is accountable for the effective and efficient provision of CIS Infrastructures, and associated Enterprise-wide ICT Services through lifecycle support delivered to the Customer within time, cost and quality parameters and the requirements specified in SLAs. DIS is also accountable for the provision of Information Assurance Operations services, technical support and enterprise security management at the Strategic, Operational and Tactical levels. Infrastructure Services are delivered and managed in coordination with the Operations Centre and the CIS Support Units (CSUs).

DIS comprises the following four service lines: Network Services and IT Infrastructure; Core Enterprise Services; Service Management and Control; and Cyber Security Services.

The Core Enterprise Services (CES) Chief is accountable to the DIS for planning and executing the full lifecycle management activities (design, transition and operations) for the identified area of responsibility. CES provides generic, domain independent, technical functionality that enables and facilitates the operation and use of Information Technology resources. CES services (including: subject matter expertise; software engineering; acquisition; operations and maintenance; and, disposal) are provided in the following technical areas: communication and collaboration, web and information services, infrastructure storage and processing, infrastructure networking, composition and mediation, and managed desktop and end user device services. Services are provided throughout the lifecycle to both internal and external customers.

Duties:

Under the direction of the Head CES SL, the incumbent will perform duties such as the following:

- Take responsibility for all SAM activities with NATO stakeholders – NHQ, ACO, E3A, etc;
- Work closely with, and support the Senior Service Manager (Enterprise Software Asset Management) to meet the business needs of the various 3rd Party stakeholders;
- Contribute in the conception, development and co-ordination related to all aspects of planning, programming and execution of the SAM Plan;
- Support with SAM cycle activities: Acquiring, Issuing, Maintaining (versions, configuration, assurance), Monitoring, Harvesting, Pooling & Re-assigning, and Retiring/Replacing all NATO Enterprise Software;
- Develop NATO enterprise-wide systems and processes to ensure an integrated approach to identifying, capturing, evaluating, retrieving and sharing software use and information assets;
- Build KM capacity through training and transfer of knowledge and skills;
- Streamline/recommend changes to processes to support the use of current SW tools to include BMC, LANSWEEPER, SCCM, ADDM and others;
- Identify and recommend ways to create and share knowledge within NATO to contribute to a culture of knowledge sharing among cross-departmental teams to ‘institutionalize’ SAM practices;
- Propose and coordinate communication and training programs designed to enhance awareness of an organisations’ SAM (software asset management) and LM (license management) processes and systems;
- Design, plan and implement SAM and LM initiatives, including organization-wide implementation of programs and events.
- Contribute to cost estimations and cost analysis;
- Contribute to the development of Memoranda of Agreement/Understanding (MOAs/MOU)s and to the management of contracts;
- Provide input to Service Level Agreements (SLA), Operations Level Agreements (OLA) and the budgeting process;
- Gather and report metrics and Key Performance Indicators (KPIs);
- Act as Point of contact for all NATO stakeholders (NHQ, ACO, E3A, etc). Assist the Senior Service Manager (ESAM) with 3rd party stakeholder entities and other staff for daily SAM monitoring.
- Provide professional and technical support in the conception, development and co-ordination related to all aspects of software development within NATO;
- Co-ordinate activities of related SAM projects within the NCI Agency. Active contribution to relevant projects across Service Lines where integration is required;
- Assist in the planning, preparation and hosting formal and informal visits, meetings and conferences with representatives of military, civilian and industrial organisations.
- Technical reviews, walkthroughs and audits
- Assist the Configuration Manager with configuration, deployment, release and testing;
- Participate directly in the Software Asset Management process that includes: Framework as a Service (FaaS) for the NATO enterprise, Service Oriented Architecture (SOA), Decentralized interoperability, and Coordination;
- Deputize for higher grade staff, if required;
- Perform other duties as required.

**Experience and Education:**

- A Master of Science (MSc) degree at a nationally recognised/certified University in Computer Science, Information and Communication Technology (ICT), or a closely related scientific or engineering discipline, with 5 years’ post-related experience;
- Or a Bachelor of Science (BSc) degree at a nationally recognised/certified University in Computer Science, Information and Communication Technology (ICT), or a closely related scientific or engineering discipline and 7 years’ post related experience;
- Or exceptionally, the lack of a university/college degree may be compensated by the demonstration of a candidate’s particular abilities or experience that is/are of interest to NCI Agency; that is, at least 12 years’ extensive and progressive expertise in the duties related to the function of the post;
- At least 5 years’ experience in various areas of Software Engineering. To include some of the following:
  - Vendor Management in a complex COTS environment;
  - Software design, implementation and testing;
  - Programming techniques and methodologies associated with outlined duties;
  - Configuration management practices and tools;
  - Agile software development methodologies;
    - Programming languages and platforms, Web Services, XML, SQL;
    - Application server technologies;
    - Multi-tiered, distributed systems;
    - Service-Oriented architectures;
    - Cloud computing, SaaS, IaaS;
  - Knowledge of the ITIL IT Service Management model;
  - Ability to communicate effectively orally and in writing with good briefing skills;
PMP and/or PRINCE2 certification.

Desirable Experience and Education:
- Experience in the management of Commercial Off-the-shelf Software (COTS) in a distributed SAM environment;
- Experience in the use of standard architecture frameworks;
- Experience with data modelling of complex systems;
- Application management/development team leadership experience;
- Technical supervisory experience and ability to work in cross functional teams;
- Prior experience of working in an international environment comprising both military and civilian elements;
- Knowledge of NATO responsibilities and organization, including ACO and ACT.

Language Proficiency:
- 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.

Competencies or Personal Attributes:
- Formulating Strategies and Concepts - Works strategically to realise organisational goals; sets and develops strategies; identifies, develops positive and compelling visions of the organisation’s future potential; takes account of a wide range of issues across, and related to, the organisation.
- Leading and Supervising - Provides others with a clear direction; motivates and empowers others; recruits staff of a high calibre; provides staff with development opportunities and coaching; sets appropriate standards of behaviour.
- Planning and Organising - Sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances; identifies and organises resources needed to accomplish tasks; manages time effectively; monitors performance against deadlines and milestones.
- Working with People - Shows respect for the views and contributions of other team members; shows empathy; listens, supports and cares for others; consults others and shares information and expertise with them; builds team spirit and reconciles conflict; adapts to the team and fits in well.
- 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.
- Following Instructions and Procedures - Appropriately follows instructions from others without unnecessarily challenging authority; follows procedures and policies; keeps to schedules; arrives punctually for work and meetings; demonstrates commitment to the organisation; complies with legal obligations and safety requirements of the role.
- 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.

Travel:
- Business travel to NATO and national (NATO and non-NATO) facilities as well as frequent travel between the NCIA offices;
- May be required to undertake duty travel to operational theatres inside and outside NATO boundaries.