Duty Location: Brussels, BEL

JOB DESCRIPTION
Senior Service Engineer
Service Strategy – Service Engineering and Architecture Branch
Grade: A-3

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

The NCI Agency 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 Service Strategy acts as Design Authority for NATO C4ISR and works with all relevant stakeholders in order to develop NATO C3’s architectures to support Senior Policy Committees’ capability coherence and to implement NATO technical coherence.

The Service Engineering and Architecture (SEA) Branch within the Office of the Director Service Strategy manages complexity of NATO C4ISR through applying enterprise architecture methods and principles. The SEA Branch develops the long-term strategic vision and the C4ISR capability implementation strategy; it also defines target and reference architectures and provides guidance and direction to implementation programmes and projects to ensure overall coherence. The Service Engineering Section is responsible for definition and management of service engineering practices and standards to be applied across NCI Agency and in all stages of the C3 Capability Development process.

The Section will maintain common taxonomies/catalogues, standards, guidelines, procedures, templates for use within all technology and application architecture activities within the Agency; and will facilitate and monitor their usage within all service lines and programme offices within the Agency. This position is focused on the support to cyber security related aspects of the Service Engineering area.

Duties:

Under the direction of Service Engineering Head, but largely on own initiative, the incumbent will perform duties such as the following:

Managerial:

- Document and maintain the Agency’s Service Engineering Cyber Security related Standards and repositories;
- Assist in conducting periodic reviews to ensure that effective policies, systems, processes and controls are in place as required by NATO Regulations and NCI Agency Policies (with a focus on Cyber Security);
- In coordination with NATO Cyber Security Centre, supports development and maintenance of relevant cyber security policies and directives;
- Support Agency Project Board Assurance role as required;
- Communicate technical strategy, and provide guidance and other aspects of the work of Service Strategy to Agency staff, NATO, the Nations and Industry;
- Support or prepare business case decisions that are financially responsible, accountable, justifiable, and defensible in accordance with organization policies and procedures;
- Support development of policies and technical guidance for new technologies as part of the NCI Agency Digital Endeavour (e.g., Cloud Computing IT, DevSecOps, Artificial Intelligence), with a focus on cyber security aspects.
- Represents SEA during NCI Agency cybersecurity and engineering related meetings as designated by Chief SEA and provide Service Engineering and Architecture guidance to boards in coordination with SEA members and in line with Chief SEA guidance.
- Contribute to internal NCI Agency management initiatives as required by Director Service Strategy and Chief Service Engineering and Architecture;
Technical:
- Serve as recognised expert and advisor to Agency staff on Service Engineering and Cyber security related technical matters;
- Support production of high level solution designs by Agency technical project staff to ensure coherence with the NCI Agency Enterprise Architecture with a focus on cyber security and security accreditation aspects;
- Supports development of concepts to support NATO’s and NCI Agency’s business strategies;
- Provide specialist advice and direction to other staff members on matters concerning the competency area of the incumbent;
- Identify and research future trends and developments in the C4ISR Service Engineering and Cyber Security fields and support definition of opportunities and constraints on selection of service and application technologies, which involves undertaking cost-benefit analysis, and making recommendations often with missing or incomplete information;
- Review Project Management Documentation as directed in accordance with internal SEA guidance and approved checklists;
- Identify emerging operational requirements and develop solution strategies.

External Relationships:
- Co-ordinate NCI Agency’s activities with related undertakings both inside and outside of the Agency;
- Co-operating closely with current and potential customers in diverse organizations, in particular military, civilian and national staff in various NATO Headquarters;
- Prepare briefings, point papers and technical reports;
- Give briefings and presentations to technical and non-technical audiences;
- Prepare formal and informal visits and meetings with representatives of military, civilian and industrial organizations;
- Represent the Agency, as directed, in NATO-related committees, working groups and panels, seminars, workshops, etc.

Other duties:
- Stay up to date with new developments in the functional area assigned, and foster innovative ideas to improve the C4ISR applications and services;
- Deputize for higher grade staff, if required;
- Performs other duties as may be required.

Experience and Education:
- A minimum requirement of a Bachelor’s degree at a nationally recognized/certified University in a related discipline, (such as, ICT system engineering, software engineering or related applied science) and 3 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 NCI Agency, that is, at least 10 years extensive and progressive expertise in duties related to the function of the post, (such as, System, Software Engineering and/or Cyber Defence within the C4ISR Domain);
- Extensive prior experience (at least 3 years) and deep level of understanding of the business area and working practices of the Alliance;
- Experience (at least 2 years) with cyber security policies and cyber security technical implementation mechanisms, preferably in a public sector organization;
- Experience with ICT Systems Design and / or Software Engineering practitioner;
- Knowledge and experience with Cloud Computing IT technologies;
- Knowledge and experience involving the development, management, acquisition and/ or implementation of major communications, computer, command and control, or intelligence (C4I) systems and/ or programmes;
- Knowledge of international, commercial/industrial C4ISR/SOA/IT standards;
- Proven ability to effectively communicate orally and in writing, with good briefing skills;
- Proven ability to apply analytical and systems thinking to complex problems.

Desirable Experience and Education:

- Knowledge and experience with Military C4ISR systems requirement capture, analysis and specifications;
- Certification focused on underlying concepts, best practices and tools of C4ISR Systems, Software Engineering, Cyber Security and IT Service Provision (ITIL);
- Knowledge of IT and C4ISR Strategic Planning;
- Business Process analysis and analysis of information flows within large enterprises;
- Experience of working in NATO’s committee structure (e.g. as National Representative);
- 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:

- 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.
- Presenting and Communicating Information - Speaks fluently; expresses opinions, information and key points of an argument clearly; makes presentations and undertakes public speaking with skill and confidence; responds quickly to the needs of an audience and to their reactions and feedback; projects credibility.
- 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.
- Applying Expertise and Technology - Applies specialist and detailed technical expertise; uses technology to achieve work objectives; develops job knowledge and expertise (theoretical and practical) through continual professional development; demonstrates an understanding of different organisational departments and functions.
- 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.
- Entrepreneurial and Commercial Thinking - Keeps up to date with competitor information and market trends; identifies business opportunities for the organisation; maintains awareness of developments in the organisational structure and politics; demonstrates financial awareness; controls costs and thinks in terms of profit, loss and added value.