Duty Location: Brussels, BEL

JOB DESCRIPTION

Engineer (SMC-ITSM)
Directorate Service Operations – CSU Brussels
Grade: A-2

This is a position within the NATO Communications and Information Agency (NCIA), an organization 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.

The Director of Service Operation (DSO) is accountable to plan, install, operate and maintain CIS services throughout the allocated Area of Responsibility (AOR), in static NATO Headquarters, Alliance Operations and Missions and Exercises, and supported Organisations. Service Operations are delivered and managed in close coordination with the Directorates of Applications Services, Infrastructure Services, AirC2 Services and BMD Services. DSO and the CSUs receive support from the Agency’s Enabler functions (General Services, Human Resources, Finance, and Acquisition).

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.

In the CSU, the Coherence Branch supports the Head of the CSU in various areas: supporting the Agency’s demand management services, processing customer requirements, organizing changes, design and CIS security and related processes, as well as organizing Service Management and Control (SMC). To fit well we are looking for a colleague who 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.

Duties:

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

- Analyse, develop, optimise, automate and monitor correlation environment based on BMC Truesight (BPPM), Cisco Prime and Microsoft SCOM;
- Create automated event management data collections and reports for ad-hoc requirements, in close coordination with service lines;
- Analyse, develop, optimise, automate and monitor Service Topology and Inventory based on BMC ITSM and Atrium CMDB;
- Analyse, develop, optimise, automate and manage Discovery environment based on BMC ADDM and Microsoft SCCM;
- Plan and manage implementation of assigned project work packages;
- Act as Subject Matter Expert;
- Possibly lead technical teams in service delivery and implementing projects;
- Investigate and propose long term solutions countering equipment and configuration problems;
- Act in the role of the Duty Officer, including nights and weekends, when required;
- Provides engineering and implementation guidance as required;
- Investigates, define and resolves complex issues;
- Advise on and assist with development of standards, methods and tools;
- Analyse plans, design, requirement and associated risks, advise on technical solutions and mitigations;
- Plan and prioritise against available resources and quality targets;
- Deputize for higher grade staff, if required;
- Perform other duties as may be required.

Experience and Education:

- A minimum requirement of a Bachelor’s degree at a nationally recognised/certified University in a related discipline and 2 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 6 years extensive and progressive expertise in duties related to the function of the post;
- At least 2 years of working experience in IT Service Monitoring based on BMC Truesight (BPPM) and Atrium CMDB;
- At least 6 years of working experience in IT Discovery based on BMC ADDM and Atrium CMDB;
- Knowledge of IT Service Management through completion of formal certification in ITILv3 at the Foundation level or higher;
- Experience in the following Microsoft tools: MS Excel, MS Power Point, MS Outlook, MS Word, (advanced level);
- Excellent communication skills. Proven ability to effectively communicate orally and in writing, with good briefing, presentation and summarisation skills.

Desirable Experience and Education:

- Knowledge of Microsoft SCCM, Microsoft SCOM, Cisco Prime;
- 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:

- Persuading and Influencing - Gains clear agreement and commitment from others by persuading, convincing and negotiating; makes effective use of political processes to influence and persuade others; promotes ideas on behalf of oneself or others; makes a strong personal impact on others; takes care to manage one’s impression on 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.
- 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.
- 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.
- Analysing - Analyses numerical data and all other sources of information, to break them into component parts, patterns and relationships; probes for further information or greater understanding of a problem; makes rational judgements from the available information and analysis; demonstrates an understanding of how one issue may be a part of a much larger system.

- 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.