

Duty Location: **Mons, Belgium****JOB DESCRIPTION****Engineer****Directorate of Service Operations – CSU Mons**Grade: **G15**

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 Communication and Information System (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, AirC2 Services and Ballistic Missile Defence (BMD) Services. DSO and the CIS Support Units (CSUs) receive support from the Agency's Enabler functions (General Services, Human Resources, Finance, and Acquisition). DSO is the signature authority for Agency orders involving deployment of staff and equipment to operations and exercises and is responsible for maintaining operational situational awareness of and reporting on all Agency CIS operations and services. DSO directs Asset Management and logistic support of all the NATO owned CIS equipment. The Service Operations organisation comprises the following organisational entities: The Integrated Operations Centre (Ops Centre) provides continuous monitoring, response, control and reporting capabilities for the NCI Agency's CIS infrastructure and services. The Operation and Exercise SL supplies C2 Catalogue Services to customers that are planning and/or executing deployed operations and exercises and for the implementation of the C2 arrangements between SACEUR and the General Manager of NCI Agency. The CIS Sustainment Support Centre (CSSC) provides Engineering, Logistical, technical advice to NCI Agency service lines and customers and operational support services to include deployable CIS logistics sustainment capabilities in support of operations and exercises. The CSUs deliver the installation, operation, maintenance, protection, cyber security and support of CIS systems to provide services within the AOR and as defined in SLAs and other agreements. CSU Mons, located in Mons (BEL) 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 AOR and as otherwise directed.

The Service Management Branch (SMB) supports the Agency's Chief Operating Officer (COO), Operations Centre, and Service Lines and is responsible for liaison with all NCI Agency customers in the CSU's AOR. SMB supports the CSU Commander in the role of NCI Agency representative and provides a single entry point for customers.

The Customer Relations Management Section (CRMS) is responsible for Customer Interfacing, Customer Requirement Management and Service Level Management. The section ensures that the commitments of all Service Level Agreements are fulfilled within the CSU AOR. This section supports the CSU Commander in the capturing of customer requirements.

Duties:

Under the direction of Section Head Customer Relationship Management, the incumbent will perform duties such as the following:

- Provides technical direction and engineering guidance to ensure timely delivery of service to customers;
- Investigates, defines and resolves complex issues that impede agreed performance of services and processes;

- Advises on, and leads, the development of performance standards, methods and tools;
- Analyses plans, designs, and requirements for associated risks, advises on solutions and mitigations;
- Designs and plans implementations against time, cost, manpower and quality targets ensuring efficient and effective use of resources;
- Initiates technical, cost and manpower assessments for existing and emerging requirements;
- Engages with Service Lines, CSU elements and enablers for planning and prioritization;
- Plans and manages assigned local projects. Advises on technical aspects of service provision and delivery;
- Ensures CSU project management activities and teams perform in accordance with Agency directives and processes;
- Stays abreast of developments in ITIL and Project Management methodologies and tools and technology developments relevant to the CSU's area of work. Supports the development and implementation of Agency Service Management directives and processes applicable to the CSU;
- Screens resource requirements formulated by the CSU, correlates them to short and long term NCI Agency strategy, and coordinates the preparation of financial planning documents and their defence;
- Advises on technical possibilities within the Agency service portfolio, ensuring that requirements are understood, captured, exploited and coordinated with the Service Lines to support the expected customer outcomes;
- Provides technical, managerial and policy advice to the Branch Head;
- Fulfils the role as Service Delivery Manager for non-standard local services. Manages full lifecycle of the local services;
- Advises requestors in formulating, completing and correcting Service Requirement demands before submission to the Agency;
- 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 (such as, Science) at a nationally recognized/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 the duties related to the function of the post;
- Multi-disciplined Information and Communication Technologies (ICT) Engineer with demonstrable practical experience/knowledge in the following areas:
 - Cloud based infrastructures;
 - LAN and WAN infrastructures;
 - Voice and Radio communications systems.
- PRINCE2 Foundation certification or equivalent;
- Knowledge of service delivery management;
- Knowledge of financial and acquisition principles in order to base engineering solutions on available financial resources and procedures;
- Ability to work with financial tools enabling ordering and procurement of goods and services;
- Proven ability to communicate effectively orally and in writing with good communication skills.

Desirable Experience and Education:

- Proficiency with database systems principles;
- Multimedia and Internet Protocol (IPTV, VoIP);
- Basic coding knowledge (PHP, Python, VBA...);
- 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.
- Adapting and Responding to Change - Adapts to changing circumstances; tolerates ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.
- 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.
- 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.

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.

Professional Contacts:

The incumbent is responsible for:

- Establishing and maintaining professional contacts with the Customer

Supervisory/Guidance Duties:

The incumbent may give professional guidance to staff.

Working Environment: Normal office environment.