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Duty Location: **Norfolk, USA**

**JOB DESCRIPTION**  
**Senior Service Engineer**  
**Chief Technology Office – Architecture and Engineering Branch**  
Grade: **G-17**

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.

The CTO is accountable for the digital transformation of NATO ICT, establishing the Agency's technical vision and IT engineering strategy including management of the research and development of emerging technology

The Architecting and Engineering (A&E) Branch is responsible for the definition, design, implementation and continuous improvement of common architecting and service engineering practices throughout the NCI Agency to improve technical coherence and interoperability of C3 capabilities and ICT services for the NATO C&I Enterprise and beyond. In this respect, the Team will define requirements for agency-wide taxonomies / catalogues, standards, guidelines, procedures, templates and tools, for the NCI Agency, and influencing / contributing to related activities for the NATO Enterprise, the Alliance and the Federation.

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 relevant services procured, owned or operated by the Agency. The Service Engineering Section is also responsible for the design of coherent ICT services, the coherence of ICT infrastructure (including hardware), and responsible for software design and integration in all technical solutions provided by the NCI Agency.

This post's area of primary responsibility is providing oversight and direction of all CSU Norfolk and SACT engineering and design activities. CSU (Customer Support Unit) in Norfolk is responsible for providing ICT services to SACT, JFC Norfolk, and North American customers.

**Duties:**

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

- Provide ICT design engineering support to services provided by CSU Norfolk to SACT.
- Provide ICT design engineering expertise and support on initiatives led by SACT that are supported by CSU Norfolk.
- Provide technical and architectural subject matter expertise to SACT, and other North American customers.
- Ensure CTO technical guidance and engineering standards are applied in all designs corresponding to projects, services, proof of concepts or other initiatives in support of CSU Norfolk customers.
- Act as a focal point and advisor to A&E branch on CSU Norfolk and related ACT initiatives;
- Represent CTO A&E branch in CSU Norfolk and ACT as required, making sure the CTO technical guidance and policies are understood and applied as required;
- Provide guidance to technical teams in CSU with regards to ICT infrastructure and software designs as required;

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- Stay abreast of CTO roadmaps and innovation activities in order to provide latest technical assessment to be applied to ACT initiatives.
- Participate in meetings with ACT, Industry and Academia, representing NCI Agency CTO and/or CSU Norfolk as required.
- Support Agency Project Board Assurance role as required for projects related to his area of responsibility;
- Support or prepare business case decisions that are financially responsible, accountable, justifiable, and defensible in accordance with organization policies and procedures;
- Contribute to internal NCI Agency management initiatives as required by CTO and A&E Branch Chief;
- Deputize for higher grade staff, if required;
- Performs other duties as may be required.

### **Experience and Education:**

- A University degree at a nationally recognised/certified University in a related discipline and 5 years post-related experience. Exceptionally, the lack of a University degree may be compensated by the demonstration of the candidate's particular abilities or experience that are of interest to NCI Agency.
- Prior experience (at least 5 years) related to ICT system Engineering, Software Engineering, DevSecOps, IT and Cloud Computing Architecture;
- Knowledge of Cyber Security concepts and its application to large enterprises;
- Sound practical experience in and ICT infrastructure and software services Architecture and Design;
- Sound practical experience in the design, implementation, support, testing and maintenance of C4ISR software services;
- Sound practical knowledge and experience of service delivery and service provisioning policies, methodologies, processes and tools;
- Experience in planning, design, system engineering and implementation of military, or other communication and information systems;
- Knowledge in state-of-the-art technologies relevant to the work, i.e., Cloud, AI.
- Experience with cyber security policies and cyber security technical implementation mechanisms, preferably in a public sector organization
- 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:**

- Experience with Cyber Security techniques to protect information;
- Knowledge of NATO C3 policies and directives, and experience in ICT Architecting and design;
- Knowledge and experience in Enterprise Architecture and Business process.
- Certification in The Open Group TOGAF and ArchiMate modelling language, or equivalent.
- Certification in COBIT, or equivalent.
- Certification in ITIL, or equivalent.
- Knowledge and experience in underlying concepts, best practices and tools of C4ISR Systems, Software Engineering, Cyber Security and IT Service Provision;
- Knowledge and experience with Military C4ISR systems requirement capture, analysis and specifications.
- Experience of working in NATO's committees or working groups;
- Prior experience of working in an international environment comprising both military and civilian elements;
- Knowledge of NATO responsibilities and organization, including Allied Command Operations and Allied Command Transformation.

**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.

**Essential 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.
- **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.
- **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.