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Duty Location: **Izmir, Turkey**

JOB DESCRIPTION

Head, Land Operations Support Section

Directorate of CIS Support Units - CSU Izmir

Grade: **G15**

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

To strengthen the Alliance through connecting its forces, the NCI Agency delivers secure, coherent, cost effective and interoperable communications and information systems in support of consultation, command & control and enabling intelligence, surveillance, and reconnaissance capabilities, for NATO, where and when required. It includes IT support to the Alliances' business processes (to include provision of IT shared services) to the NATO HQ, the Command Structure and NATO Agencies.

The Directorate of CIS Support Units Service Operation (DCSU) is accountable to manage, deliver, and maintain assigned Communications and Information System (CIS) products and services for the Agency's customers including NATO Headquarters (NHQ), the NATO Command Structure (NCS), NATO Force Structure (NFS), Nations and Internal Agency Users.

DCSU provides liaison, planning and coordinating functions for Alliance Missions, Operations and Exercises. Services are delivered in coordination with the Enterprise Service Operations Centre (ESOC) and Agency Service Lines/Service Centres under the Enterprise Service Delivery Model (ESDM).

NCI Agency CIS Support Unit (CSU) Izmir, located in Izmir (TUR) 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.

The Land Operations Support Section (LOSS) supports the local installation baseline of computing and storage platforms required for the core and functional IT services and applications. LOSS manages the central printing system and assists Service Lines for One-Way-Diode systems, IDS/IPs, and FW configuration. LOSS manages backup, restoral, and archiving as well as the Virtual Infrastructure as directed by SLs. LOSS ensures that appropriate KPIs are met and reports the status to Service Integration and Service Lines on a regular basis. LOSS contributes to Incident Management Level 1 and 2 support, Problem Management, Change Management, and Configuration Management. LOSS is responsible for the installation, 24/7 operation, maintenance and system administration of all assigned database servers. LOSS ensures IS security is maintained in accordance with official procedures related to virus protection and security patches. LOSS is responsible for database administration, installation, software maintenance and local systems support (as required). LOSS provides support to special databases and projects as directed.

This post is situated within the Command Group of CSU and will report to the Service Operation Branch Head. As part of the CSU team the incumbent will work in close collaboration with the Service Operations Branch team, the other Branches of CSU Izmir and other Agency support staff to ensure full compliance with all relevant processes and procedures. The incumbent will contribute to an atmosphere of mutual respect, personal accountability and professional support.

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Duties:

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

- Manages and applies situational leadership to the CSU Izmir Land Operations Support Section;
- Monitors Section workload and tasks, prioritizes and identifies explicit and implied tasks, provides guidance and support to subordinates to match resources to tasks;
- Provides technical management of assigned ICT;
- Responsible for all LOSS contributions towards Incident Management, Problem Management, Access Management, Event Management, Request Fulfilment, Release and Deployment Management, Test and Validation, Configuration Management, Change Management and Real Life Support in coordination with Service Management Branch;
- Responsible for administration of all servers within AOR to include local and remote servers;
- Within AOR, responsible for administration and deployment of Storage Area Network, Anti Malware, Active Directory, Exchange Servers and System Center Configuration Manager servers;
- Responsible for mass deployment, monitoring and troubleshooting of operating systems, and application patches on servers and workstations;
- Supports, maintains and operates locally installed application software;
- Assists with the seamless integration of new and existing applications;
- Provides support and supervision to Operation and Maintenance of Functional Services within the AOR;
- Responsible for database administration, installation, software maintenance and local systems support (as required) of assigned Functional Services;
- Advises on the available standards, methods, tools and applications relevant to own specialism and can make appropriate choices from alternatives, assesses and evaluates risk, provides inputs on technical designs and plans;
- Takes initiative to keep staff skills up to date, contributes to training efforts by providing on the job training to assigned staff of LOSS and contributes to training plans of own staff;
- Maintains an awareness of developments in the industry;
- Supervises assigned personnel and monitors their performance, provides direction and guidance;
- Monitors customer services and collects related KPIs;
- Contributes to the development of the CSU's Disaster Recovery / Business Continuity Plans;
- Develops and maintains Standard Operating Procedures (SOPs) for routine Functional Service administration tasks;
- Provides feedback to the relevant Service Line on corrective action or procurement action required to correct detected weaknesses in system performance;
- Takes necessary precautions or actions to make sure that appropriate KPIs are met;
- Liaises with CIS Security personnel in order to ensure system security integrity;
- Identifies and recommends required service and technical underpinning support contracts to branch head;
- Provides engineering analysis on performance metrics and suggests possible Service Improvement Plans (SIPs). Supports the creation of such SIPs;
- Responsible for License Management to include renewal of licenses;
- 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 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 the duties related to the function of the post;
- At least 2 years' experience in supporting modern communications and information systems as they are applied to Command and Control Systems;
- At least 2 years of practical experience in conducting projects, processes for Service Operations processes;
- At least 2 years of experience working in a related role in either a military or governmental organization, or a private company;
- Technical knowledge and experience in distributed Information Systems Working experience in recording, analysing and distributing statistical information, and efficient in writing management and customer reports;
- Working knowledge of the International Standards Organisation (ISO) 20000 series standards as well as Prince2 and ITIL best practices;
- Demonstrated knowledge and experience on administration of Windows and/or UNIX Operating Systems and Single Sign-On;
- Demonstrated knowledge and experience of Microsoft SQL Server and Oracle Database Management Software.

Desirable Experience and Education:

- Demonstrated knowledge and experience on administration of Storage Area Networks, Servers, VMWare virtualisation platform and scripting language (preferably PowerShell);
- Possession of Microsoft, VMWare and Oracle certification is desirable;
- Experience leading and managing small 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 and Personal Attributes:

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.

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.

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