

Duty Location: **Mons, BEL**

JOB DESCRIPTION

Engineer (Infrastructure)

NATO Cyber Security Centre – Infrastructure Branch

Grade: **G15**

This is a position within the NATO Communications and Information Agency (NCIA), 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 NATO Cyber Security Centre (NCSC) is responsible for planning and executing all lifecycle management activities for cyber security. In executing this responsibility, NCSC provides specialist cyber security-related services covering the spectrum of scientific, technical, acquisition, operations, maintenance, and sustainment support, throughout the lifecycle of NATO Communications and Information Systems (CIS). The NCSC enables secure conduct of the Alliance's operations and business in the context of NATO's C4ISR. The NCSC provides cyber security services to NCI Agency customers and users, as well as to all other elements of the Agency; this includes all Service Lines, Programme Offices, CIS Support Units/Elements, and the Agency Ops Centre. The NCSC is responsible for providing the broad spectrum of services in the following specialist security areas: CIS Security, Cyber Defence, Information Assurance, Computer Security and Communications Security. In executing its responsibilities, the NCSC provides support to the development and implementation of cyber security-related policy, strategy, and provides lifecycle security risk management services for all NATO CIS. The NCSC leads in the development of new capabilities and innovation in cyber security. The NCSC incorporates and provides specialist services to prevent, detect, respond to and recover from cyber security incidents.

The Infrastructure (INFRA) Branch delivers a suite of enabling services in the specific areas of Cryptography, Identity Management, Technical Services (supporting CS Operations) and CIS Protection. These services include integration and validation of NATO's crypto solutions, lifecycle management of cryptographic equipment and keys, operation and logistic support for NATO-wide online and offline cryptographic equipment, identity management services, gateway services, specialized enterprise-wide CS infrastructure (including NCSC elements), applications, implementation, configuration and management of NATO Enterprise-wide endpoint security software.

The Platform and Infrastructure Services (P&IS) Section is responsible for the configuration management, change implementation, maintenance and monitoring of all NCSC platforms, infrastructure and networks on the NATO physical footprints, including Theatre of Operations.

Duties:

Under the direction of Branch Head, Section Head or a delegated authority, the incumbent will perform duties such as the following:

- Perform scheduled checks of the NCSC enterprise storage environments, including health checks and auditing of system logs as needed to ensure the performance and availability of NCSC Services are meeting established service levels.

- Support the identification of new requirements and act as the Storage SME for the initiation of new projects, and follow them through the project lifecycle e.g. requirements, design, implementation and O&M.
- Manage the NCSC backup environment to ensure it meets Business Continuity targets, in particular with respect to data integrity and archiving of critical data
- Responsible for the configuration, monitoring and management of Storage Services within the NCSC Service Monitoring capability.
- Manage storage-specific network equipment and networks
- Responsible for storage infrastructure system management including capacity planning, snapshots, performance monitoring/tuning and security management.
- Be required to coordinate efforts with other areas of NCSC and personnel to resolve incidents related to systems and supporting infrastructure.
- Deputize for higher grade staff and act as a point of escalation to other team members for storage-specific knowledge and experience;
- 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 technical subject with substantial Information Technology (IT) content and 2 years of specific experience. 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;
- Minimum 5 years of experience working with Enterprise Storage Architecture and a comprehensive understanding of current technologies and methodologies;
- Experience working within SAN/vSAN Storage/Backup administration, including storage system performance analysis troubleshooting & resolution of complex problems, being able to alert-prevent-advise ensuring high availability for stored data;
- In-depth knowledge of storage concepts and architecture, specifically within the Dell EMC, HPE, NetApp, CISCO, Brocade switches, Dell Data Domains and servers including HP C7000 blade enclosures and associated systems (Virtual Connect) and server operating systems;
- Experience with backup/restore and archiving of data in a large environment, including both disk and tape backups and restoring of data, with a clear understanding of IT processes and best practices related to backup and disaster recovery;
- A strong understanding of data storage components and protocols along with solid knowledge of different storage devices including storage area networks (SAN), Virtual storage area networks (vSAN) Network attached storage (NAS), virtualised storage and storage as a service (STaaS);
- Software engineering skills including programming and/or scripting knowledge, python, shell scripting, LINUX system administration experience;
- Previous experience in leading/managing small (2-3 people) technical teams;
- Understanding of service delivery management and service lifecycle;
- The use of tools that will assist in the documentation of all associated infrastructure.

Desirable Experience and Education:

- Prior experience in the use and administration of Veritas NetBackup and VEEAM technologies;
- Knowledge and exposure to SQL and Oracle including database concepts and installations;
- Having related qualifications such as EMC Storage Administration, CCNP Data Centre, NCDA NetApp, HDS Storage Administration, SNIA Certifications, VMWare or Storage Engineering Professional Certification;
- 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:

- 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.
- Creating and Innovating - Produces new ideas, approaches, or insights; creates innovative products or designs; produces a range of solutions to problems.
- 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.