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Duty Location: **Brussels, Belgium**

## **JOB DESCRIPTION**

### **Principal Technician (VTC)**

**NCI Agency – NATO Digital Workplace Centre – Digital Events / VCC**

Grade: **G12**

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.

NATO Digital Workplace Centre (NDWC) is accountable to the General Manager for the consolidated Agency consultation and collaboration services that comprise the current Digital Workplace, covering the operational NATO services, across all content classifications and security domains, for desktop computing, mail, instant messaging, video teleconference (VTC), content services platforms, telephony, printing and mobility services. Responsibilities also cover the organisation and support of all digital events, meetings and large-scale conferences for both the Agency and NATO stakeholders. Furthermore, the NDWC also has the responsibility for driving the future roadmaps of these services across the NATO Enterprise to enable a NATO Digital Workplace through new services.

The NDWC is led from its headquarter location in the Agency campus in The Hague (Netherlands). The majority of the technical staff and technical capabilities are located in Agency facilities in Mons and Braine L'Alleud (Belgium) and Oeiras (Portugal).

Within the Digital Events Group (DGT), the VTC Control Centre (VCC) is responsible for NATO Wide VTC services. As part of the NATO Digital Workplace Centre's (NDWC) Digital Events group, VCC is responsible for providing VTC systems/service to all eligible users within the NATO Command Structure and NATO Force Structure. The services include centralized VTC control, monitoring and scheduling. The VCC also handles and resolves VTC incidents up to Service Level 2 in order to support their customers.

#### **Duties:**

Under the direction of the Section Head VTC Services, the incumbent will perform duties such as the following:

- Supervise VTC Consiagerie, Scheduling, Videobridging and recording, playback and streaming services;
- Install, activate, de-activate, recover and correct VTC Resources and Services under direction of Level 3 VTC Engineers or Engineer (VTC);
- Create, report, track and close VTC Resource and Service Trouble Tickets;
- Monitor, collect and survey VTC Resource and Service Trouble Tickets;
- Identifies, verifies and diagnoses suspected trouble VTC Resources and Services through monitoring (active and pro-active);

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- Ensure corrective actions are taken under direction of NSII Level 3 VTC Engineers , the Engineer (VTC);
- Mark faulty interfaces and subcomponents at the logical level;
- Monitor and Reports VTC Resource and Service Performance and Quality;
- Support End-2-End VTC Service Testing;
- Deputize for higher grade staff, if required;
- Performs other duties as may be required.

**Experience and Education:**

- Higher vocational training in a relevant discipline (such as, Telecommunications, Electronics, Electrical, or Computer Engineering) with 3 years post-related experience;
- Or a secondary educational qualification with 5 years post-related experience;
- 3 years recent practical experience in:
  - VTC Operations;
  - Configuring, installing and troubleshooting industry standard VTC Endpoints from both Polycom and Cisco;
  - Configuring, installing and troubleshooting industry standard VTC Infrastructure Hardware from both Polycom and Cisco, including (Polycom RMX, MGC, RSS and Cisco MSE, Codian);
  - AV Control Systems (Crestron, AMX) with a good understanding of AV Systems configuration and monitoring.
- Good knowledge of Video Conferencing Protocols and Standards;
- Polycom Certified Video Engineer or equivalent through experience in a videoconferencing environment or Cisco Certified Network Associate or equivalent through experience in a network centric environment;
- Experience with VTC Scheduling Solutions;
- ITIL Foundation.

**Desirable Experience and Education:**

- Knowledge of Windows Server, Windows Operating Systems, MS Office, Linux, PC Hardware, Networking Hardware, Networking Protocols;
- 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.
- 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.

- 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.
- 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.