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Duty Location:

**Braine-l'Alleud, BEL**

## **JOB DESCRIPTION**

### **Software Engineer**

**NCIA – NATO Infrastructure Services Centre**

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 Infrastructure Service Centre (NISC) provides generic, domain independent, technical functionality that enables and facilitates the operation and use of Information Technology resources. NISC services are provided in the following technical domains: Network Services (to include routing, switching and transmission services), infrastructure hosting, storage and processing, HW and SW management, databases and web platform services, and identity management services. These services are provided throughout the lifecycle to both internal and external customers in static, deployable and cloud environments.

NISC comprises several Service Areas, one of which is Innovation, Deployable & Engineering (ID&E). ID&E provides support to operations and exercises in the area of NISC services, as well as innovative engineering, scientific support and technical leadership to internal and external customers and projects. The ID&E engineers and architects are a versatile cadre of staff who can individually and jointly offer a wide range of skills covering multiple areas of technology in support of operations, exercises and current and future requirements across the NATO Alliance.

Within the NATO Infrastructure Services Centre the incumbent will support the implementation, maintenance and technical integrity of Patching, Orchestration, Configuration Management and Software Asset Management Services.

#### **Duties:**

Under the direction of Service Area Owner (SAO) and Enterprise Management Services (EMS) Head, the incumbent will perform duties such as the following;

- Engineer and support the effectiveness and efficiency of Agency Monitoring, Patching, Orchestration and Reporting Services;
- Package and deploy software updates, commercial off-the-shelf (COTS) and NATO off-the-shelf (NOTS) applications using EMS toolsets;
- Perform administrative tasks from the monitoring toolsets console, provide support to multiple monitoring platform, install custom monitoring extensions;
- Perform the analysis, design, implementation and maintenance of authorised software changes, related to Enterprise Management Services tools;
- Integrate vendor-supplied components, following established procedures for quality, configuration control, testing, documentation and security;
- Develop hardware and software inventory reports;
- Provide expeditious support services (including emergency on-site assistance) to ensure EMS systems and services remain operational;

NATO UNCLASSIFIED

- Participate in reviews, walk-throughs and audits;
- Perform software changes to resolve system problems recorder in ticketing system on supported NATO information and communications systems, which process highly sensitive data that must be operational 24 hours a day;
- Directly support Monitoring and Patching Senior Engineers in their areas of responsibilities;
- Contribute to Enterprise Change-Advisory Boards
- 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 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 duties related to the function of the post;
- Sound practical experience in the design, development, implementation, testing and maintenance of monitoring, orchestration, configuration and change management toolsets based on latest Microsoft System Center family products;
- Proficiency in Data Base Administration, SQL language, Microsoft Powershell scripting, SQL Server Reporting Services and PowerBi;
- Sound knowledge in administration of heterogeneous IT systems within the Microsoft Active Directory perimeter;
- Experience in update services such as Windows Server Update Services or Secunia CSI;
- Proven capability of converting evolving operational requirements into Information Systems requirements;
- Knowledge of System Analysis principles to direct and guide Information Systems development.

**Desirable Experience and Education:**

- Advanced/Graduate degree in a field related to the function of the post;
- Sound knowledge of latest configuration management systems with at least three years as an Administrator in large, international organisations;
- Practical experience in implementation, support and maintenance of event management systems in large, international organisations;
- Sound practical experience in support and maintenance of operating environment for patch management systems in large, international organisations;
- Practical experience in developing automated tools used for monitoring and updating software;
- Practical experience in SQL reports development;
- Experience in configuration and administration of Software Asset Management (SAM) tools;
- Prior experience of working in an international environment comprising both military and civilian elements;
- Knowledge of NATO responsibilities and organization, including ACO and ACO.

**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:**

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

- 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.