



NATO UNCLASSIFIED

Duty Location: **The Hague, Netherlands**

JOB DESCRIPTION

Principal Engineer

NATO Infrastructure Service Centre – NISC/ID&E Architecture & Innovation

Grade: **G-20**

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.

The Architecture and Innovation section within ID&E leads on the following activities: Standardizing information and data management, metadata, and confidentiality labelling; Delivering concepts, architectures and solutions for NATO's digital transformation and its evolution to becoming a data centric organization; Identity and Access management for the NATO Enterprise and Alliance federation; Planning the next generation of innovative and effective CIS services for the Alliance.

The section also provides technical expertise across a wide selection of Agency acquisition projects including military messaging, service oriented platforms and enterprise directories. The section additionally plays an important role in defining Core Services Interoperability Profiles and the Federated Mission Networking instructions.

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Duties:

Under the direction of the ID&E Service Area Owner (SAO), but largely on his/her own initiative, the incumbent will lead the Architecture and Innovation section of ID&E and provide management and technical oversight to section staff and contractors while also creating individual contributions to scientific and engineering initiatives undertaken by the section. The incumbent will perform duties such as the following:

- Preparing, developing and publishing of technical articles and technical analysis reports.
- Perform programme/project management functions such as:
 - Planning, implementation and management of assigned projects and in accordance with the appropriate NATO regulations and NCI Agency project management policies and procedures, and ensuring the delivery of projects within defined Time, Cost and Quality tolerances;
 - Development of procurement strategy, benefit-risk analysis and business cases in order to support and secure sponsor acceptance;
 - Executing necessary Quality Assurance functions essential to the successful delivery of capability and services;
 - Performing Portfolio and/or Programme management across the assigned area of work.
- Perform stakeholder engagement and maintain customer relations with the ACT/C3B sponsors
- Perform Staff Management and ensure completion of Performance Management activities each year in accordance with NCI Agency directives;
- Develop and maintain core competencies individually and within the team in the areas of next generation core services, trends and emerging technology in data and information management, cyber-related technologies, requirements management and design and engineering methods.
- Deputize for higher grade staff, if required;
- Perform other duties as may be required.

Experience and Education:

- A Master's degree at a nationally recognised/certified University in a related discipline and 5 years post-related experience, or a Bachelor's degree with 8 years post related experience.
- Extensive knowledge and recent experience in:
 - Staff leadership and management, including mentoring, performance management and development of personnel;
 - Technical Programme/Project Management utilising at least one formal method; e.g. Agile-Scrum, Prince2, PMBoK;
 - Enterprise project management tools (e.g. ServiceNow, Microsoft EPM).
- Technical level experience and knowledge solidified by references to technical level achievements (article, report, prototype, published standard) in at least 4 of the following technology areas;
 - Service Oriented Architecture, microservices;
 - Cloud technologies;
 - Federation and Interoperability/internetworking concepts and models;
 - Directory Services and Identity and Access Management (IAM) in an Enterprise environment;
 - Cross-domain Information Sharing concepts and requirements;
 - Information and Knowledge Management;
 - Data Management;
 - Developing Service and Data Architectures, standards, specification, concepts and protocols.
- Experience analysing capability requirements and development of policies, strategies, directives and roadmaps, including:
 - Core Enterprise Services functional and non-functional requirements and related services;
 - Analysing and preparing advise for developing for policy and directives;
 - Specifying and standardising core services concepts and strategies.
- Experience in architecture and design of information systems and services, including

- Usage of architecture/design tools and methodologies;
- Prototyping new system and service concepts including testing and integration in a lab/test environment.
- Proven ability to communicate effectively orally and in writing with good briefing skills.
- Excellent customer relationship management skills, with the proven ability to engage with business partners up to and including the senior executive (flag) level.

Desirable Experience and Education:

- Certification as an Agile Scrum Master or Product Owner;
- PRINCE2 Practitioner and/or Project Management Professional (PMP) certification;
- Experience in engineering, integration and support of ICT components;
- Experience from working in a service provisioning organization;
- ITIL Concepts and Operation;
- Federated Mission Networking for Core Services including specifications of Spiral instructions, validation and guidance;
- Core Services for static and deployed CIS operations and exercises including core services over disadvantaged networks and with mobile clients;
- Prior experience of working in an international environment comprising both military and civilian elements;
- Knowledge of NATO responsibilities and organization, including ACO, ACT and the NATO HQ structures.

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:

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.

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.