

JOB DESCRIPTION

Senior Technician SATCOM (Electronics Maintenance)

NATO Integrated Mobile Services Centre

Grade: G10

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 Alliance's business processes (to include provision of IT shared services) to the NATO HQ, the Command Structure and NATO Agencies.

The NATO Integrated Mobile Service Centre (NIMSC) provides NATO and its Partners 24/7 with scalable, protected, secure, reliable, and integrated Wireless Communication-based Services with a focus on NATO Operations, Crisis Response, Missions, Exercises and Business Continuity. The NIMSC Chief is responsible for planning and executing all lifecycle management activities for NIMSC services (strategy, design, transition, operation and continuous service improvement including subject matter expertise, research and development, acquisition and logistic support).

Satellite Anchor Component (SAC) S01 is responsible for providing strategic communication capabilities to deployed assets in theatre to the Operational, Static and Exercise communities, through a multi-headed SAC.

Duties:

Under the direction of the Shift Chief and Chief Technician, the incumbent will perform duties such as the following;

- Operate and perform unit and field level maintenance and emergency interventions on the Satellite Anchor Component and associated communications facilities, and terrestrial links (DLOS, Fibre) terminating at the SAC site;
- Maintain SAC site logs and ensure proper outage reporting;
- Activate circuits in accordance with circuit work orders;
- Operate/maintain data networks to provide reach-back/backhaul anchoring for deployed NATO forces;
- Provide feedback to Chief Technician and Station Engineers for internal training program improvements, and ensure maintenance personnel comply with prescribed maintenance procedures;
- Participate on On-the-Job-Training (OJT) programs to complement official NCIA Academy training program;
- Perform all duties requested by Station Command, and related to daily functioning of the Site and position of the Site within NCIA, NATO, and the local community;
- Deputize for higher grade staff, if required;
- Performs other duties as may be required.

Experience and Education:

- Higher vocational training in a relevant discipline with 2 years post-related experience, or, a secondary educational qualification with 4 years post-related experience;

- At least 2 years' experience in the operation or maintenance of satellite ground terminals/stations, or related systems such as radars or Line-Of-Sight;
- Essential basic experience of:
 - Antenna sub-system including; radome, feed horn, reflector, pedestal, waveguides, tracking receiver, servo and drive equipment, including fault diagnosis and repair;
 - Transmit and receive chains, including; up and down converters, Low Noise Amplifiers and High Power Amplifiers;
 - MODEMs, cryptographic equipment, routers and switches;
 - Computer-assisted Monitor and Control System (M&CS) for system supervision;
 - GPS-disciplined Frequency Reference Standards and associated distribution systems;
 - Fibre Optical cables and other tails systems;
 - In-depth knowledge of digital techniques;
 - TCP/IP fundamentals, video transmission principles and telecommunications quality assurance practices;
 - Testing and maintenance of modern communications systems;
- Proven ability to communicate effectively orally, using tact and diplomacy, with good briefing skills.

Desirable Experience and Education:

- On-line performance, accounting, fault, security and configuration management of digital networks and associated transmission systems, to include; packet switching systems in support of voice & data transfer;
- Basic knowledge of French and Dutch is desirable, as role involves working with local subcontractors;
- 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 official NATO languages, both written and spoken, is essential and some knowledge of the second is desirable.
- **NOTE:** The majority of the work of the NCI Agency is conducted in the English language.

Competencies or Personal Attributes:

- Adhering to Principles and Values - Upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities, builds diverse teams; encourages organisational and individual responsibility towards the community and the environment.
- 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.