

## **JOB DESCRIPTION**

### **Service Area Owner (NaaS)**

#### **NATO Infrastructure Service Centre**

Grade: **G20**

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 Services Centre (NISC) Business Area Lead is accountable for planning and executing the full lifecycle management activities (design, transition and operations) for the identified area of responsibility. NISC provides generic, domain independent, technical functionality that enables and facilitates the operation and use of Information Technology resources. NISC services (including subject matter expertise; engineering; acquisition; operations and maintenance; and, disposal), are provided in the following technical areas: web hosting and database platform, infrastructure storage and processing, infrastructure networking, composition and mediation, identity and access management services. Services, are provided throughout the lifecycle to both internal and external customers

The Network as a Service (NaaS) Area of Responsibility spans all network infrastructure hardware, network function virtualisation elements, as well as software, services, management, and licensing components enabling the provisioning, deployment, network management, maintenance, lifecycle and vendor management of the on-premises, cloud and multi-cloud network infrastructure, services and connectivity.

The incumbent will assume responsibility for the entire lifecycle of all Static Networks (including implementation projects) under the ownership, management or administration of the NCI Agency in collaboration with internal and external Service Area Owners; these include, but may not be limited to: NATO Static Network Services for, Data Transmission, Routing (WAN) and Switching (LAN) and Transport. All Services are provided over several Security Domains;

#### **Duties:**

Under the direction of the NISC Principal Business Manager, the incumbent will perform duties such as the following:

- Work with Customer Relationship Management / Account Managers to understand and translate customer requirements into activities, measures or service components that will ensure that the service provider can meet those requirements;
- Ensure that ongoing End-to-End (E2E) service delivery and support meet agreed customer requirements and expectations;
- Ensure consistent, appropriate communication with customers for service-related enquiries and issues;
- Assist in defining service models and in assessing the impact of new services or changes to existing services through the Service Portfolio Management process;
- Lead the migration of NaaS service model from an 'in-house' provision to a heavier reliance on

industry-provided contracted cloud services, and the required cultural change in NaaS. To that end, identify options and opportunities for smart sourcing / outsourcing to industry of all or parts of existing services, and contribute to the repurpose of existing staff to focus on projects;

- Acquire data, statistics and reports for analysis in order to facilitate effective service monitoring and performance;
- Represent the service area internally and externally to the organisation;
- Understand the service assets and underlying infrastructure components linked to a service;
- Act as the Point of Contact for escalation (notification) for major incidents relating to the service area;
- Ensure that the service entry in the Service Portfolio, and the associated Service Catalogue(s) is accurate and is maintained;
- Participate in negotiating Service Level Agreements (SLA – external to the Agency) and Operational Level Agreements (OLA – internal within the Agency) relating to the service area;
- Identify opportunities for service improvements, discussing these with the customer for inclusion in the Continual Service Improvement (CSI) register or for raising Request for Change (RFCs) as appropriate. Work with the CSI manager to review and prioritise service improvements as appropriate;
- Produce and implement Service Improvement Plans to make enhancements to the service area;
- Direct the assigned Project Managers and when required act as Principle Project Manager for the planning, implementation, management, and transition of assigned projects and in accordance with the appropriate NATO regulations and NCIA project management policies and procedures;
- Development of procurement strategy, benefit risk analysis, and business case in order to support and secure sponsor acceptance and funding;
- Execute the necessary Quality Assurance functions essential to the successful delivery of capability and services;
- Deliver projects that provide new or improved services within defined Time, Cost and Quality tolerances;
- Participate in other project management related activities;
- Undertake relevant technical support activities;
- Deputize for higher grade staff; if required.
- Performs 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;
- Knowledge and experience in state-of-the-art technologies relevant to the work, i.e., Multi-Protocol Label Switching, IP routing and switching, Voice and Video systems design and implementation, bandwidth management, network design, wireless networking, and familiarity with related international / commercial / industrial standards;
- Knowledge of and experience with Static Network, Voice and Video Commercial Off the Shelf (COTS) Products and Industry;
- Prior experience of working with different sourcing options, outsourced contracts or embedded contractors;
- Extensive track record in the management of assigned operational and project staff, in leading project teams, and in sponsor negotiations;
- Proven success as an operational team manager;
- ITIL Intermediate Level Certification.

**Desirable Experience and Education:**

- A recognised formal Project Management qualification, such as PMP or PRINCE2;
- Formal qualification in programme management (MSP) and or project management control methodology;
- Knowledge of NATO or national governmental acquisition policy and procurement procedures;
- Technical leadership experience;
- Prior experience of working in an international environment comprising both military and civilian elements;
- Prior experience of working in industry in a comparable role;
- Knowledge of NATO responsibilities and organization, including Allied Command Operations and Allied Command Transformation.

**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;
- 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;
- 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 interest in new experiences.
- Entrepreneurial and Commercial Thinking - Keeps up to date with competitor information and market trends; identifies business opportunities for the organisation; maintains awareness of developments in the organisational structure and politics; demonstrates financial awareness; controls costs and thinks in terms of profit, loss and added value