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Duty Location: **Braine l'Alleud, Belgium**

JOB DESCRIPTION

Chief, NATO Integrated Mobile Services Centre

Grade: **G22**

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 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).

Duties:

The Chief NIMSC is accountable for ensuring effective provision of NATO Capabilities and Services that are used and operated on Mobile Platforms (e.g. Deployable Communication Information Systems) using Satellite and/or Wireless Infrastructure and Technologies. The Chief NIMSC will ensure that the NIMSC provides NATO and its Partners with integrated Capabilities and Services with focus on enabling NATO Political Consultations ("Article 4) and NATO Operations, Missions and Exercises (up to "Article 5").

Reporting to the General Manager, and under the direction and guidance of the Chief Operating Officer, the incumbent will be responsible for the NIMSC Capability and Service Portfolio, including Mobile Platforms, Satellite, Wireless Infrastructure. Within this portfolio, the post Chief NIMSC will encompass the areas/responsibilities of:

Subject Matter Leader:

- Set NIMSC delivery targets and develop and execute Business Plans, in line with the Agency strategic goals of the General Manager (GM) and the Business Objectives set by the Agency Chief Operating Officer (COO).
- Deliver new or enhanced NIMSC Capabilities in the areas of Mobile Platforms (e.g. Deployable CIS), Satellite and/or Wireless Infrastructure
- Drive Implementation of "Smart sourcing" for modern standardisation, cost optimisation and timely implementation of Capabilities and Services based on Chief Technology Officer's (CTO) Architectural Frameworks, Agency Technology Roadmaps and Industry Standards;
- Integrate Capabilities and/or Services from various sources (Other NATO entity, Agency and/or Industry) into the Standard NIMSC Capability and Service Portfolio;

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- Drive continuous Improvement and Innovation of the NIMSC Capability and Service Portfolio with active involvement of NATO Partners, Industry and Academia;
- Provide NIMSC Services to the NATO Partners meeting the related Service Level Agreements and its Service Level Targets,
- Operate the NIMSC Wireless and Satellite Infrastructure, e.g. Satellite and Wireless Ground Stations;
- Ensure highly effective and efficient Business Execution for Business Continuity- & Crisis Response- Scenarios, as well as for the implementation of Crisis Urgent Requirements and support to NATO Operations, Missions & Exercises;

Leadership

- Lead by example, providing NIMSC management team and staff with clear and actionable direction, in support of NCI Agency strategic and operational initiatives.
- Provide leadership and strategic direction to ensure the efficient and high quality delivery of NIMSC.
- Drive the successful set up of NIMSC and uniting the staff in building connectivity for NATO
- Foster a culture of empowerment and collaboration, with a focus on building capabilities for the future as part of which will necessitate effective stakeholder collaboration with Allied Command Transformation (ACT), Allied Command Operations(ACO) and NATO – Office of Chief Information Officer (OCIO)
- Ensure effective collaboration with Enabling Functions and other Organizational Elements, adopting the revised 'matrix' way of working.
- Support the office of the General Manager in the implementation of the NCI Agency Business Plan and the advancement of the strategic outcomes and deliverables of the NIMSC.
- Represent the NCI Agency, as required, in committees, meetings and conferences to defend NCI Agency interests and strategic goals.
- Build, maintain and strengthen relations with internal and external stakeholders to mobilise resources and commitments in support of relevant NCI Agency strategic priorities.
- Creates an environment that is conducive for innovation and co-creation of new ideas or improved products and services, where people can surprise themselves of their own potential.

Management and Co-ordination

- Manage the NIMSC management team, enabling strong collaboration between all members, empowering them and supporting them in their further development.
- Executive Project-Programme-Service Management: Accountable executive for planning and executing all lifecycle management activities for NIMSC business portfolio.
- Resource Management: plan and allocate resources to effectively staff and accomplish the work to meet productivity and quality goals
- Motivate and contribute to the professional development and performance management of NIMSC staff to ensure delivery of high-quality work within set deadlines, efficient working methods and a constructive working atmosphere.
- Ensure optimal utilization of available resources to meet the commitments of the NIMSC in the conduct of its work.
- Build a cohesive, multicultural and multidisciplinary team, promoting excellence, the highest professional standards and be responsible for contributing to create a work environment where managers support staff in developing their full potential.
- Establish and maintain high-level working relationships with leadership across the NCI Agency and the NATO Enterprise to efficiently deliver and cooperate on corporate initiatives.

- Manage the overall programmatic, budgetary, and financial responsibilities and activities of the CIS Infrastructure (as services) through implementation of Project/Programme/Service management best practices;

Experience and Education:

- A Master's degree at a nationally recognised/certified University in a related discipline (i.e: Sciences, Technology, Engineering, Mathematics, etc.) and 10 years post-related experience, or a Bachelor's degree in a similar discipline with 15 years post-related experience;
- Proven leadership experience managing large multidisciplinary teams;
- Prior experience in managing large international programmes/projects/services. Experience with PRINCE2 or comparable Project Management methodology.
- Proven experience in service delivery and continuous service improvement at senior level

Desirable Experience and Education:

- A Master of Business Administration (MBA) or other similar and equivalent postgraduate degree focused on business administration
- Demonstrable C4ISR, Deployable CIS domain or SATCOM expertise
- Extensive understanding and experience in the cyber security domain.
- Prior experience of working in an international environment preferably comprising both military and civilian elements
- Knowledge of NATO responsibilities and organization, including Allied Command Operations (ACO) and Allied Command Transformation (ACT).
- Relevant Private sector experience

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:

- **Leading and Managing** – Provides others with a clear direction, sets appropriate standards of behaviour, delegates work appropriately and fairly, motivates and empowers others, provides staff with development opportunities and coaching, recruits staff of a high calibre.
- **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.
- **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;
- **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; Accepts new ideas and change initiatives; Adapts interpersonal style to suit different people or situations; Shows respect and sensitivity towards individual differences; Deals with ambiguity, making positive use of the opportunities it presents.
- **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 goals.