

JOB DESCRIPTION

Head of Service Delivery Support Section

Chief Service Operations – Enterprise Service Operations Centre

Grade: **G17**

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 Chief Service Operation (CSO) is accountable for in year Service Operations across the NCI Agency's allocated Area of Responsibility (AOR). This includes signature authority for NCI Agency orders involving deployment of staff and equipment in support of live operations and exercises, providing live operational situational awareness to senior executives and stakeholders (including the General Manager (GM) and Chief of Staff (COS)), and providing the coordination authority for day-to-day in-service support across the complete NCI Agency service portfolio. This responsibility is likely to expand (by 2024) to include broader service transition accountability including change management and, release and deployment management subject to COO and CSO agreement and the re-alignment of resources to support these functions. In addition, CSO is accountable for Asset Management and logistic support for all NATO owned CIS equipment and provides the principle NCI Agency interlocutor responsible for direct engagement and support to ACO's operational CIS community. The CSO's value proposition is to provide the NCI Agency's principle authority responsible for Service Transition, Service Operations, Asset Management and operational user engagement in order to provide the appropriate gearing between the NCI Agency's senior management, Service Owners (SO) and customers with a focus on maintaining service stability and managing change with a focus on the operational needs of all NCI Agency partners.

The Enterprise Service Operations Centre (ESOC) is subordinate to the CSO, provides up to Level 2 support for services in accordance with Service Level Agreements, and provides end-to-end visibility and incident resolution, including functional and managerial escalation. The ESOC controls, conducts and manages the day-to-day activities that efficiently and effectively deliver IT services at agreed service levels to customers in order to enable them to conduct their missions. Comprised of a core Level 1 staff provided by CSO with different Agency resource centres (Service Owners) providing Level 2 support organized within Service Support Cells (SSC) for the centralized services with a single 24/7 Operations Bridge located in Mons. The ESOC provides NCIA's single point of contact (SPOC) for all supported services.

The Service Management Branch (SMB) is responsible for ensuring ESOC is resourced, enabled, and structured to meet the demands of its role. Specifically, the SMB manages business and resource planning including the annual Business Execution Plan, Service Level Agreement development and service cost modelling. In addition, SMB is also responsible for ensuring relevant projects, processes, tools and staff are managed, maintained and delivered on time and within planned and agreed funding.

Specifically, the team lead of the Service Delivery Support (SDS) section is responsible for coordinating and facilitating the analysis and operation of the ongoing Business Process and Procedures used within the ESOC. The focus is on ensuring service delivery coherence and efficient operations leading to full

customer satisfaction. In addition, SDS is responsible for supporting Service Level Agreement (SLA) development and service reporting and analysis.

Duties:

Under the direction of Head of Service Management Branch), the incumbent will perform duties such as the following:

- Leading a cross-functional team to enable and support the optimal performance of ESOC service delivery;
- Resourcing of all functional areas, giving emphasis on tasks prioritization and creating efficiencies;
- Collaborating closely with Operations and Service Delivery Managers to ensure seamless operation and maintenance is available, documented and resourced to support live services;
- Establishing and maintaining operational methods and procedures, performing regular reviews for quality, consistency, effectiveness, efficiency;
- Identifying, assessing, and mitigating risks, ensuring that necessary measures are in place to safeguard against potential disruptions;
- Contributing to and supporting operational governance and standardisation of Service Management Toolsets and driving optimization opportunities to support the ESOC processes and procedures;
- Staying up to date with new developments in the assigned functional areas, and skilfully exploit ideas and best practices drawn from across the Agency;
- Mentoring and coaching team members, identifying professional and personal growth opportunities, to ensure skilled, engaged and motivated workforce;
- Participating in Service Level Agreement establishments and negotiations with internal stakeholders and customers;
- Ensuring the Service Level targets are realistic, achievable and balanced between customer requirements and existing capacity;
- Identifying and analysing requirements, defining specifications and supporting the design and implementation of operational processes;
- Managing and coordinating process coherence across internal and external stakeholders;
- Collaborating with business partners to support the development, management and review of policies, directives and guidelines for IT operational processes;
- Defining Critical Success Factors and Key Performance Indicators to measure the quality and performance of the ESOC service delivery;
- Managing the preparation and maintenance of internal reports and analysing the performance reporting of ESOC service, providing feedback for service improvements and lessons learned;
- Deputising for higher grade staff as directed;
- Performing any other related duties as may be required.

Experience and Education:

- A minimum requirement of a Bachelor's degree at a nationally recognized/certified University in a related discipline and 3 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 10 years extensive and progressive expertise in duties related to the function of the post;
- ITIL Intermediate certification (or equivalent) and practical experience working in an ITIL Service Operations environment;
- Ability to communicate effectively orally and in writing, with advanced briefing skills, translating technical terms and concepts into business language for clear communication with non-technical stakeholders;
- A broad understanding of all lifecycle aspects of IT Systems with particular emphasis on Service Transition and Service Operation;

- Evidenced Information & Communication Technologies (ICT) experience at a senior management level, preferably in the government defence sector, or a national public administration, or private defence sector;
- Proven experience on using IT Service Management tools and ticketing systems (ie BMC Remedy, ServiceNow etc)
- Proven organizational and coordination skills;
- Proven management experience of teams larger than 10 people.

Desirable Experience and Education:

- Knowledge and experience in business management processes, procedures, and tools, including risk management and stakeholder management;
- Project Management certification such as Prince 2 (or similar);
- ISO/IEC 20000 foundation or practitioner certificate;
- 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 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:

- 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.
- Leading and supervising – provides others with clear direction; motivates and empowers others; recruits staff of a high caliber; provides staff with development opportunities and coaching; sets appropriate standards and behaviour
- 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.
- 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.