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Duty Location: **Mons, BEL**

## **JOB DESCRIPTION**

### **Principal Technician (Incident Resolution)**

#### **Chief Service Operations – Enterprise Service Operations Centre**

Grade: **G-12**

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 NCIA 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. 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.

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**Duties:**

Under the direction of the Section Head, the incumbent will perform duties such as the following:

**Innovation:**

- Lead the management of innovation initiatives and sourcing opportunities, cultivating an environment that embraces forward-thinking approaches.
- Implement creative practices supporting agile work dynamics, collaborating with both internal and external stakeholders.
- Ensure coherence within ESOC with the established governance and strategies concerning innovation and sourcing.
- Infuse inventive strategies throughout business units, seamlessly connecting strategic execution with forward-looking innovations.

**Continual Improvement:**

- Drive service improvements by utilizing metrics to define key performance indicators and support critical success factors in managing service delivery.
- Monitor progress in processes and technology, guiding teams for the smooth integration of new methods.
- Introduce enhancements through the operational application of automation and innovation approaches.

**Risk Management:**

- Maintain comprehensive documentation of risks, threats, vulnerabilities, and mitigation actions.
- Actively support risk management activities within specific functions, technical areas, or projects.
- Identify, assess, and coordinate mitigation strategies for risks, involving specialists and domain experts as needed.

**Project Management:**

- Actively participate in the support planning phases of projects and collaborate with stakeholders to define the project support model development.
  - Prepare and maintain acceptance criteria for projects transitioning to Service Operations.
  - Monitor project transition and coordinate corrective actions when required ensuring stakeholder engagement is managed appropriately.
- Deputise for higher-grade staff, if required
- Perform other duties as may be required.

**Experience and Education:**

- Higher vocational training in a relevant discipline with 3 years post-related experience. Or a secondary educational qualification with 5 years post-related experience.
- At least 3 years practical experience in implementation of ITIL Service Operations processes, preferably in an Operations Centre environment;
- At least 3-year experience of working in a large and matrixed corporate environment;
- Experience in analyses and reviews of business processes; in order to identify alternative solutions to exploit new technologies and automation;
- Experience assessing feasibility of business process changes, and recommending new approaches - and manage execution of business process improvements;

- Good knowledge and experience of Telecommunications / Network / Information Technology solutions and products;

**Desirable Experience and Education:**

- PRINCE2 Foundation or equivalent
- ITIL V3 or 4 Foundation or equivalent
- ITIL CSI or Six Sigma Green belt or equivalent
- 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 actions: 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.
- 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.
- Creating and Innovating: Produces new ideas, approaches, or insights; creates innovative products or designs; produces a range of solutions to problems
- Entrepreneurial and commercial thinking: Keeps up to date with competitor information and market trends; identifies business opportunities for the organisation.