JOB DESCRIPTION

Post Details:

Post Title:	Principal Technician (ICT Systems)	Organisational Element:	C2 Centre
Rank/Grade:	G12	Security Clearance Level:	NATO Cosmic Top Secret
Military/Civilian:	Civilian	Location:	The Hague

Organisation context:

This is a position within the NATO Communications and Information Agency (NCI Agency), 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.

Organisational Element Statement of Functions:

The Command and Control (C2) Centre is responsible for planning and executing all lifecycle management activities (design, transition and operations) for Joint/Maritime/Land C2 services (including: subject matter expertise; research and development; software engineering; acquisition; operations and maintenance; and, disposal) in the following C3 Community of Interest (COI) technical service areas: Land; Maritime; Joint; Special Operations and Nuclear C2.

The centre is also responsible for the design, management and operation of the application services that support the training organisations in the NATO Command Structure in planning, preparing, conducting and evaluating collective training events and exercises, referred to as Computer Assisted exercises or CAXes. These applications are a combination of custom web-based solutions, dedicated client software and complex simulations and are maintained and evolved on a continuous basis improving functionality and employing the latest technologies.

Job role description:

The Principal Technician (ICT Systems) is responsible for the installation, maintenance, and repair of information and communication technology systems. He/she provide technical support to end-users and troubleshoot any issues that arise. They stay up to date with the latest technology trends and make recommendations for system improvements. They handle tasks related to configuring hardware and software, managing computers and networks devices, troubleshooting technical issues, ensuring data security and system reliability, and provide technical support to end-users. They collaborate with various

departments to understand their technology needs and optimize the organization's ICT infrastructure to support business operations efficiently. This role also includes the installation, configuration and maintenance of our build and deployment pipelines.

Duties and Responsibilities:

Software configuration

- Assists in designing, verifying, documenting, amending and refactoring moderately complex software configurations for deployment.
- Applies agreed standards and tools, to achieve a well-engineered result.
- Collaborates in reviews of work with others as appropriate.

System software

- Monitors operational systems for resource usage and failure rates, to inform and facilitate system software tuning.
- Applies system software parameters to maximise throughput and efficiency.
- Installs and tests new versions of system software.
- Contributes to preparation of software implementation procedures with fall back contingency plans.

Network support

- Carries out agreed network maintenance tasks and specified operational configuration of network components.
- Establish and diagnose network problems/faults using the required troubleshooting methodology and tools.
- Uses network management software and tools to collect agreed performance and traffic statistics.

Systems installation and removal

- Installs or removes hardware and/or software, using supplied installation instructions and tools, including handover to the client.
- Uses standard procedures and diagnostic tools to test installations, correct problems, and document results.
- Records details of all components that have been installed and removed.
- Assists users and follows agreed procedures for further help or escalation.
- Contributes to the development of installation procedures and standards.

Release and deployment

- Uses approved tools and techniques for specific deployment activities.
- Administers the recording of activities, logging of results and documents technical activities undertaken.

Additional duties for this post:

- Create and maintain comprehensive documentation for installation, configuration and pipeline processes (CI/CD – Continuous Integration / Continuous Deployment).
- Collaborate with software developers to customize and optimize build and deployment pipelines.

Education, Experience and Training (essential):

Education:

Higher vocational training in the area of computer science with 3 years post-related experience or a secondary educational qualification with 5 years post-related experience.

Experience:

At least 3 years practical experience of working experience within a large organization, including:

- Platform administration and installation engineer for Linux or comparable Unix servers.
- Deployment and administration of relational database management systems like Postgres, MS SQLServer or Oracle.
- Deployment and administration of Linux-based or windows-based web applications.
- Deployment and administration of virtual machines in a cloud environment.
- Administration of application build pipelines in a DevOps environment.
- Administration of source code control environments (e.g. Git).

Education, Experience and Training (desirable):

Experience:

- Experience with scripting languages (Python, Bash, PowerShell).
- Experience with containerization and orchestration tools (Docker, Kubernetes).
- Working experience with web and service monitoring software.

Training/Certifications:

Certifications in relevant technologies (e.g. Linux, Microsoft Azure, Google Cloud, AWS).

Behavioural competencies:

- *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.
- *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

Language:	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.