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Duty Location: **Mons, Belgium**

## **JOB DESCRIPTION**

### **Principal Technician (Platform)**

#### **CFBLNet, Reference and Support Services Branch Chief Quality Office**

Grade: **G12**

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.

Under the guidance of the NCI Agency Chief Quality Officer, The Chief Quality Office (CQO), functional area provides full governance, support and provision of the independent verification and validation of Agency implemented, operated and maintained systems and services throughout the capability life-cycle. CQO is also responsible for designing, implementing, monitoring and updating the Agency-wide Quality Management System (QMS). It supports the Change Management process. CQO leads and develops the standard processes and procedures by which the Agency verifies, validates and assures project deliverables (products), system changes, operational acceptance, service activation and service interoperability. Finally, CQO provides interoperability exercise support, subject matter expertise and reference environment services and support.

Within CQO the CFBLNet, Reference and Support Services branch is the designated Operator of the Agency's Reference Environments Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) and NATO's contribution to Combined Federated Battle Laboratories Network (CFBLNet).

The reference environment provides an emulation of multiple NATO enterprise AIS, and is the central pillar of the NATO Enterprise Reference System (NERS). The Reference Environment provides the platform to perform testing, verification and validation, change evaluation and occasionally experimentation.

The branch provides support and subject matter expertise to CQO activities, in particular in areas that require domain knowledge on IaaS, PaaS and networking.

#### **Duties:**

Under the direction of the Head – CFBLNet, Reference and Support Services Branch the incumbent will perform duties such as the following:

- Operate and maintain, as required, various reference, service infrastructures and community-of-interest environments used by the CQO and its customers;
  - Ensure efficient operation of the environments by automating deployment of services and their configuration

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- Ensure proper change and configuration management practices are put in place for the environments;
  - Ensuring that reference environments replicate production environments to ensure that test activities are conducted in a suitable environment;
  - Configure the environments in preparation for test events;
  - Ensure that environments comply with NATO security requirements
  - Ensure the environment is patched and updated as required;
  - Performing the necessary backup and restore activities;
- Perform testing in support of projects, services, exercises and interoperability events by:
    - Reviewing contractor produced test plans, test cases and test reports;
    - Supporting project, services and event stakeholders in the preparation leading up to a test event;
    - Reviewing or witnessing unit, system and integration test results for external projects;
    - Performing testing in support of patch management, change management and Request for Change (RFC) evaluation;
  - Maintain personal skills and qualifications in-line with technologies utilized by the Agency;
  - Performs other duties as may be required.
  - Deputise for higher grade staff, if required

### **Experience and Education:**

- Higher vocational training in Communication and Information Systems, Information Technology or a in a relevant discipline with 3 years post-related experience. Or a secondary educational qualification with 5 years post-related experience.
- A minimum 3 years of relevant experience;
- Working experience in DevOps for at least 2 years
- Experience provisioning and maintaining of Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) in private, public or hybrid cloud environments
- Experience in software/system/service life cycle management;
- Experience in implementing software defined networks
- Working-level knowledge of MS-Office, Visio and SharePoint.
- Ability to communicate effectively, orally and in writing with good briefing skills.

### **Desirable Experience and Education:**

- Experience in developing automated tasks using tools and platforms like, but not limited to: Azure DevOps, Ansible, Terraform, GitLab;
- Windows and Linux/Unix Systems administration and testing experience;
- IaaS private administration on providers like: VMware, Openstack, Proxmox etc.
- Knowledge of networking;
- Knowledge of test automation principles;
- 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:**

- Adhering to Principles and Values - Upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities, builds diverse teams; encourages organizational and individual responsibility towards the community and the environment.
- 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.
- 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 an interest in new experiences.
- 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.