



NATO UNCLASSIFIED

Duty Location: **The Hague, Netherlands**

**JOB DESCRIPTION**  
**Senior Test Engineer**

**Independent Verification and Validation Branch**  
**Chief Quality Office**

Grade: G17

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.

The Independent Verification and Validation (IV&V) Branch is responsible for the independent verification and validation of all Agency delivered projects, systems, services, and programmes and as such provides the product assurance view as part of the overall quality and business assurance for an Agency delivered project, system, service, or programme.

**Duties:**

Under the direction of the Head, Independent Verification and Validation Branch, the incumbent will perform the following duties:

**Testing**

- Plans and drives testing, verification and validation activities across all stages and iterations of product, systems and service development.
- Provides authoritative advice and guidance on any aspect of test planning and execution. Adopts and adapts appropriate testing methods, automated tools and techniques to solve problems in tools and testing approaches.
- Measures and monitors applications of standards for testing, verification and validation.
- Identifies improvements and contributes to the development of organisational policies, standards, and guidelines for testing, verification and validation.
- Ensure reference environments are fit for use and purpose and reflect the operational environments sufficiently.

NATO UNCLASSIFIED

Page 1

### Acceptance Testing

- Plans and manages acceptance testing activity.
- Specifies the acceptance testing environment for systems, products, business processes and services. Manages the creation of acceptance test cases and scenarios. Ensures that defined tests reflect realistic operational conditions and required level of coverage.
- Ensure tests and results are documented, analysed and reported to stakeholders, and required actions taken. Highlights issues and risks identified during testing to stakeholders.
- Provides authoritative advice and guidance on planning and execution of acceptance tests.

### Quality Assurance

- Plans, organises and conducts formal reviews and assessments of complex domains areas, cross-functional areas, and across the supply chain.
- Evaluates, appraises and identifies non-compliances with organisational standards and determines the underlying reasons for non-compliance.
- Prepares and reports on assessment findings and associated risks. Ensures that appropriate owners for corrective actions are identified. Identifies opportunities to improve organisational control mechanisms.
- Oversees the quality control activities of others, providing advice and expertise to support quality control activities.

### Methods and Tools

- Provides advice, guidance and expertise to promote adoption of methods and tools and adherence to policies and standards.
- Evaluates and selects appropriate methods test and test tools in line with agreed policies and standards. Contributes to organisational verification and validation policies, standards, and guidelines for test methods and test tools.

### Portfolio, Programme and Project Support

- Supports programme or project control boards, project assurance teams and quality review meetings.
- Takes responsibility for the provision of verification and validation support services to projects. Uses and recommends project control solutions for planning, scheduling and tracking projects.

### General

- Participate in the evaluation of bid proposals to assess these meet the requested quality criteria ,
- Build and maintain customer relationships
- Assist with identification of skills requirements and training needs for staff;
- Maintain personal skills and qualifications in-line with technologies utilized by the Agency;
- Assist with the recruitment of staff for the CQO Functional Area Line as required;
- Deputize for higher grade staff, if required;
- Performs other duties as required.

### **Experience and Education:**

- A minimum requirement of a Bachelor's degree at a nationally recognised/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.

- At least 3 years recent experience in planning and execution of test, verification and validation activities in large complex projects;
- At least 3 years recent experience with functional, non-functional and interoperability testing of systems and products on Windows based environments;
- Proven experience with managing external stakeholders and co-workers during the execution of large complex projects;
- Advanced certification in the area of test, verification and validation such as ISTQB or a similar certification at the test manager level;
- Ability to understand and reason about hardware and software system architectures typically found in system design documentation
- Ability to understand technical concepts such as DNS, NTP, Email, Databases, Application architectures and inter-application communication protocols;
- Working-level knowledge of MS-Office, Visio and SharePoint;
- Ability to communicate with clarity, coherence, conciseness and engagement, both orally and in writing;
- Experience in the management of a team of testers, quality or development engineers.

**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:**

- 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.
- Coping with Pressures and Setbacks - Maintains a positive outlook at work; works productively in a pressurised environment; keeps emotions under control during difficult situations; handles criticism well and learns from it; balances the demands of a work life and a personal life.
- 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.