



NATO UNCLASSIFIED

Duty Location: **Stavanger, NOR**

JOB DESCRIPTION

Principal Technician (Event Build Information Systems)

Directorate of CIS Support Units – CSU Stavanger

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.

The Directorate of CIS Support Units (DCSU) is responsible to manage, deliver and maintain assigned Communications and Information System (CIS) products and services for the Agency's customers including NATO Headquarters (NHQ), the NATO Command Structure (NCS), NATO Force Structure (NFS), Nations and internal Agency users. DCSU provides liaison, planning and coordinating functions for Alliance Missions, Operations and Exercises. Services are delivered in coordination with the Enterprise Service Operations Centre (ESOC) and Agency Service Lines/Service Centres under the Enterprise Service Delivery Model (ESDM).

NCI Agency CIS Support Unit (CSU) Stavanger, located in Norway, enables end-to-end CIS services as it installs, operates, maintains and supports the full range of CIS capabilities during peacetime, crisis and war throughout its allocated Area of Responsibility (AOR) and as otherwise directed. The CSU provides an integral part of the delivery of Catalogue Services, in support of the Service Delivery Manager, as well as delivering local, non-catalogue Services for which the CSU Commander is the Service Owner. The CSU is fundamental to the overall mission of NATO and specifically to the local Command's, i.e. the Joint Warfare Centre's (JWC) mission.

The Service Operations Branch (SOB) is responsible for providing local support to the provision of CIS services in direct support of local and remote customers in accordance with Service Level Agreements (SLAs) and other agreements. Under coordination of the NCI Agency's Enterprise Service Operations Centre (ESOC), SOB directs, coordinates, supervises and executes all local Service Operations activities required in support of all Business Areas/Service Centres. SOB provides local Level 1 and 2 support, for locally hosted services up to Level 3, directly or as directed by the ESOC and/or in coordination with the appropriate Business Areas/Service Centres and in coordination with the Service Management Branch (SMB). SOB is responsible for the provision of limited support to corporate customers within the CSU AOR. SOB is locally responsible for the installation, operation, maintenance and administration of assigned IT, Network, Cable, Video-Teleconferencing (VTC), Voice and Video (V2) equipment as well as all Operating Systems (OS), core and specific application software, in particular NATO Community of Interest (COI)/Functional Services (FS). SOB is responsible for the advanced conferencing and multi-media support to JWC, including configuration, programming and operations of advanced multi-media systems in conference areas. The Branch prepares the training facility at JWC for events, including physical build of CIS infrastructure in training areas. SOB ensures Physical Security is monitored and maintained, and Cyber Security activities are performed as delegated by the NATO Cyber Security Centre (NCSC). SOB supports the CSU's IT Service Continuity Management (ITSCM), Business Continuity Plans (BCPs), Disaster Recovery Plans (DRPs) and Risk Management Process. SOB contributes to Continual Service Improvement (CSI) and Process Improvement, and reports Key Performance Indicators (KPIs) to appropriate Business Areas/Service Centres.

Technical Management Section (TMS) is responsible for the build of new virtual networks in the Event Production facility, configuration and set up of cloud based event services to local and remote customers. Contributes to project oriented environments to build new event capabilities where flexible, adaptive and user focused service is planned, designed and implemented. This section provides Network redesign and consolidation, policy and process changes, and the adoption of enterprise standards that enable interoperability across networks and between data centres. It hosts existing applications and provides a viable platform for the development of new applications and sharing of hosted services. It also maintains, configures and operates the Simulation and Modulation capability in support of events locally and remote. TMS Incorporates additional development and test services provided by Agency components and commercial providers and includes an integrated set of services to include automated on demand provision of development and test cloud resources.

Duties:

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

- Provide principal support to the planning, design, documentation and implementation of a fully virtualised infrastructure across multiple bespoke LAN's within a DC (Data Centre);
- Configuration and continual maintenance on MS Exchange Servers, File Servers, Print Servers/SafeCom, Veeam Backup & Replication, WDM (Wyse Device Manager), Thin Clients and MS Office products;
- Develop scripts to automate system administration processes, PowerShell/Power CLI knowledge and experience specifically required;
- Provide system administration and full technical support of multiple disparate networks within the DC. This includes the hardware and software of the currently fielded version of MS Windows Server, management of AD (Active Directory) and Domain Services, DC's (Domain Controllers), Group and Security Polices, DNS/DHCP configurations and Trust Relationships;
- Configuration and maintenance for all firmware upgrades on HPE Blade Gen9 & Gen10 servers and HPE Proliant DL325/DL385 Gen10 servers;
- Configuration and maintenance on a number of virtualisation products including VMware vSphere ESXi, Horizon VMware View, Server and Storage vMotion, VDI (Virtual Desktop Infrastructure) and Wyse Dell Thin Clients;
- Maintain communication with Section Head on all matters relating to the serviceability state of the virtualised IT infrastructure within the DC, and all current and future tasks/projects;
- Provide system administration, maintenance and optimal performance on HPE 3PAR SAN's (Storage Area Networks), in particular the HPE 3PAR StoreServ 7000/8000 variants, which also includes routine disk and tape backup, as required by the SLA and local SOP's (Standard Operating Procedures);
- Configuration, maintenance and system administration of VMware vSANs;
- Assists the Section Head with development and technical improvement plans for future project planning leading to the enhancement and scalability of the DC;
- Provide technical support, guidance and OJT (On the Job Training) on all Core virtualised equipment to technicians, both civilian and military;
- Provide input to preventative maintenance plans;
- Stay abreast of technological developments relevant to his/her area of responsibility;
- Provide emergency technical on-call support, if required.
- Deputizes for higher grade staff;
- Performs other duties as may be required.

Experience and Education:

- Higher vocational training in a relevant discipline (a technical subject with substantial Telecommunications, Electronics, Electrical, or Computer Engineering) with 3 years post-related experience. Or a secondary educational qualification with 5 years post-related experience;
- Experience as a System Administrator predominantly within a MS Windows environment;
- Working knowledge on MS Exchange Servers, File Servers, Print Servers/SafeCom, Veeam Backup & Replication, WDM (Wyse Device Manager), Thin Clients and MS Office products;
- Scripting knowledge base to be able to effectively automate system administration processes within PowerShell/Power CLI;
- Knowledge of virtualisation products including VMware vSphere ESXi, Horizon VMware View, Server and Storage vMotion, VDI (Virtual Desktop Infrastructure) and Wyse Dell Thin Clients;
- Knowledge of HPE 3PAR SAN's (Storage Area Networks), in particular the HPE 3PAR StoreServ 7000/8000 variants;
- Working system administration knowledge of VMware vSANs;
- Experience in diagnostic fault-finding and troubleshooting of all VMware Virtualisation platforms and associated ancillaries.

Desirable Experience and Education:

- ITIL Foundation Certificate;
- PRINCE 2 Certification;
- 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:

- 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.
- 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.