Duty Location: **Ramstein, Germany**

JOB DESCRIPTION

Senior Technician (Air Application Systems)

Directorate of CIS Support Units – CSU Ramstein

Grade: **G10**

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 Business Areas/Service Centres under the Enterprise Service Delivery Model (ESDM).

NCI Agency CIS Support Unit (CSU) Ramstein, located in Ramstein Germany 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.

Service Support Branch (SSB) executes/contributes to Level 1 support of Incident Management and Request Fulfilment. This branch supports service provision to the local customer as defined in the SLA; this includes the end-to-end service, as well as proactive local Incident Management, Problem Management, Event Management. It also installs local software in support of release and deployment management in DAS and ensures that appropriate KPIs are met and reports to Business Areas and Service Management Branch on a regular basis. The Service Support branch is the single point of presence of the centralized service desk to the end-users on a day-to-day basis. This branch installs and maintains end-user equipment at users' location. It contributes to Incident Management and Request Fulfilment; and to Service Asset and Configuration Management (SACM), Change Management (Request for Change), User Complaint Management and Problem Management. It also handles assigned incidents (Level 1), escalates assigned incidents to Level 2 support, implements service requests, answers to requests for information and training.

Duties:

Under the direction of Head Service Support Branch, the incumbent will perform duties such as the following:

– Installs, operates and maintains all associated Air Application System (AAS) hardware, software, databases and applications. Updates and upgrades software utilising the full range of documentation and tools. Maintains system serviceability and stay abreast of the latest developments within this field;
– Actively monitors system logs to ensure the delivered service is being supported in accordance with the authorized Service Level Agreement (SLA) for the system. Actions all discrepancies through immediate line management and/or service line support;
– Actively monitors the service management system and reacts to incidents, change requests and tasks to ensure swift resolution;
– Implements the appropriate change control procedures for AAS. Investigates system disruptions and faults concerning the installation and functionality of AAS hardware and/or software. Adopts the correct course of action and reports actions through the appropriate channels;
– Documents all design and configuration changes for assigned AAS applications;
– Under use of the appropriate tools accurately creates and/or amends operating procedures;
– Assists in support, monitor and report application and data integrity for all assigned systems, support IT Service Continuity Management (ITSCM), Business Continuity and Disaster Recovery Plans. Provides reports as required;
– Maintains liaison with CSU internal units, Business Areas and other technical organisations, to maintain technical cohesion and improve customer support;
– Assists to create and maintain knowledge management systems and contents to meet business needs;
– Assists with equipment trials and validation testing of new software releases for AAS systems;
– Assumes the roles of system administrator and security manager utilizing a Delegation Model approach in order to maintain the integrity of the system;
– Participates in a 24/7 shift work schedule to support various AIRCOM missions, as required;
– Responds timely to CSU recall requests in support of high priority taskings;
– Deputize for higher grade staff, if required;
– Performs other duties as may be required.

Experience and Education:

– Higher vocational training in a relevant discipline with 2 years post-related experience. Or a secondary educational qualification with 4 years post-related experience.
– Experience within the area of Systems Administration of complex computer systems;
– Knowledge of AirC2 systems;
– At least 2 years' experience in the last 5 years in an IT and communication systems support position;
– Experience with Configuration Management;
– Intermediate Knowledge of various operating systems (Microsoft Windows Server, Linux, Oracle Solaris);
– Intermediate Knowledge of networking.

Desirable Experience and Education:

– Prior experience of working within the communication and infrastructure CIS domain and Tactical Data Link services, in support of the air specific services (ICC, NIRIS, JTS, CSI, JRE GW, SEW);
– Basic Knowledge of various database platforms (Microsoft SQL Server, Oracle database);
– 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 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.
– 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.