



Duty Location: **Mons, BEL**

## **JOB DESCRIPTION**

### **Principal Technician (Infrastructure)**

#### **NATO Cyber Security Centre – Infrastructure Branch**

Grade: **G12**

This is a position within the NATO Communications and Information Agency (NCIA), 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 NATO Cyber Security Centre (NCSC) is responsible for planning and executing all lifecycle management activities for cyber security. In executing this responsibility, NCSC provides specialist cyber security-related services covering the spectrum of scientific, technical, acquisition, operations, maintenance, and sustainment support, throughout the lifecycle of NATO Communications and Information Systems (CIS). The NCSC enables secure conduct of the Alliance's operations and business in the context of NATO's C4ISR. The NCSC provides cyber security services to NCI Agency customers and users, as well as to all other elements of the Agency; this includes all Service Lines, Programme Offices, CIS Support Units/Elements, and the Agency Ops Centre. The NCSC is responsible for providing the broad spectrum of services in the following specialist security areas: CIS Security, Cyber Defence, Information Assurance, Computer Security and Communications Security. In executing its responsibilities, the NCSC provides support to the development and implementation of cyber security-related policy, strategy, and provides lifecycle security risk management services for all NATO CIS. The NCSC leads in the development of new capabilities and innovation in cyber security. The NCSC incorporates and provides specialist services to prevent, detect, respond to and recover from cyber security incidents.

The Infrastructure (INFRA) Branch delivers a suite of enabling services in the specific areas of Cryptography, Identity Management, Technical Services (supporting CS Operations) and CIS Protection. These services include integration and validation of NATO's crypto solutions, lifecycle management of cryptographic equipment and keys, operation and logistic support for NATO-wide online and offline cryptographic equipment, identity management services, gateway services, specialized enterprise-wide CS infrastructure (including NCSC elements), applications, implementation, configuration and management of NATO Enterprise-wide endpoint security software.

The Platform and Infrastructure Services (P&IS) Section is responsible for the configuration management, change implementation, maintenance and monitoring of all NCSC platforms, infrastructure and networks on the NATO physical footprints, including Theatre of Operations.

#### **Duties:**

Under the direction of Branch Head, Section Head or a delegated authority, the incumbent will perform duties such as the following:

- Perform scheduled checks of the NCSC enterprise Linux environments, including health checks and auditing of system logs as needed to ensure the performance and availability of NCSC Services are meeting established service levels on the Linux environment;
- Improve environments with IaC (Infrastructure as Code) with existing and suggested tools;
- Support the Engineering team on the software deployment;
- Share knowledge and support communication with all engineering teams;
- Daily work on SSH, Ansible, GIT, Packaging, Python, BASH scripts to operate the NCSC physical and virtual environments (deploy, consolidate, migrate);

- Ability to troubleshoot system issues, analyse log files, and perform performance tuning on Linux servers;
- Performs other duties as may be required.

**Essential Experience and Education:**

- Higher vocational training in a relevant discipline with 3 years post-related experience. Or a secondary educational qualification with 5 years post-related experience of system administration on Linux platforms;
- Experience with Linux server administration, including installation, packaging, configuration, and maintenance of servers especially on RHEL and Ubuntu;
- Software engineering skills including programming and/or scripting knowledge, Python, Bash/Shell scripting;
- Strong experience with configuration management tools like Ansible for managing infrastructure as code;
- Strong understanding of Red Hat Satellite or similar application;
- Familiarity with virtualization technologies such as Docker, Kubernetes, and virtual machines (VMs);
- Proven ability to understand and design how different system layers (Application, Container, Network and Infra) work together and interact.

**Desirable Experience and Education:**

- Prior experience with information security standards and practices;
- Red Hat Certified Engineer (RCHA) preferred or similar;
- Understanding of security best practices and experience in implementing security measures on Linux systems (e.g., firewalls, encryption, access control);
- Prior experience of working in an international environment comprising both military and civilian elements;
- Supporting the DevOps approach in large organization;
- Continuous learning and staying updated with the latest trends and technologies in the Linux ecosystem.

**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.
- Creating and Innovating - Produces new ideas, approaches, or insights; creates innovative products or designs; produces a range of solutions to problems.
- 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.