



JOB DESCRIPTION

Post Title:	System Engineer (ICT)
Post Number:	NCC TCM 0250
Rank/Grade:	G15

Organisation context:

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.

Organisational Element Statement of Functions:

The Command and Control Centre (C2C), led by the Chief Command and Control Centre, enhances NATO's operational readiness and effectiveness through advanced command and control (C2) solutions, capabilities and services tailored to support joint, special, maritime and land operations, chemical, biological, radiation and nuclear deterrence ensuring seamless, secure and effective command and control. The C2 domain encompasses the strategic, operational, and tactical levels of military command and control, focusing on joint land and maritime operations, nuclear deterrence, military engineering, situational awareness, operations planning, and collective training and exercise support within the NATO framework. It provides its core business through the following value streams 1) Delivery and maintenance of C2 technology capabilities, products and services for joint, special, maritime, land, targeting, chemical, biological, radiation and nuclear to NATO entities, Nations and Partners 2) Delivery of C2C domain Interoperability capabilities 3) Support to collective training and exercises, lessons learned, tactical and operational simulation, training capability battle lab support, and virtual battle simulation product and services to NATO entities, Nations and Partners 4) Provide Enablement and Logistics, Situational Awareness, Operational Planning and Military Messaging products and services to NATO entities, Nations and Partners. C2C delivers its business value through key functions such as Product and Project Management, Resource and Portfolio Management, Risk Management, Operational and Technical Requirements Management, Capability Design and Implementation, Platform Engineering and Deployment, Software Engineering, Systems Engineering, Domain Architecture, Domain System Engineering, CIS Administration, Data Management, Systems, Quality and Safety Assurance, Service Delivery, Software Maintenance and Integration, and Verification and Validation Assurance. Within this framework, C2C holds key responsibilities over the full product lifecycle of C2C products from cradle-to-grave, overseeing and ensuring the Centre's obligations to governance bodies, customers and suppliers. As the Agency authority in the C2 domain, C2C serves as senior advisor, reporting to the Chief Operating Officer to effectively carry out its mandate.

Job role description:

A System Engineer (ICT) is responsible for the implementation and maintenance of ICT end systems within an organization. They handle tasks related to configuring hardware and software, managing computers and networks devices, troubleshooting technical issues, ensuring data security and system reliability, and provide technical support to end-users. They collaborate with various departments to understand their technology needs and optimize the organization's ICT infrastructure to support business operations efficiently. Their role is vital in ensuring that the user facing ICT systems function seamlessly, enabling effective communication, data management, digital operations and overall productivity across the organization.

Duties and Responsibilities:**Software configuration**

- Designs, verifies, documents, amends and refactors complex software configurations for deployment.
- Contributes to the selection of the software configuration methods, tools and techniques.
- Applies agreed standards and tools, to achieve well-engineered outcomes.
- Participates in reviews of own work and leads reviews of colleagues' work.

System software

- Monitors system software metrics and adjusts configurations for optimum availability and performance.
- Reviews system software updates and identifies those that merit action.
- Configures system software for required functionality and performance.
- Investigates and resolves system software problems, requesting action from supplier if required.

Network support

- Maintains the network support process and checks that all requests for support are dealt with according to agreed procedures.
- Ensures network configurations are applied to meet operational requirements in line with agreed procedures.
- Uses network management software and tools to investigate and diagnose network problems, collect performance statistics and create reports.

Systems installation and removal

- Undertakes or supervises complex installations and de-installations of systems or components, including handover to the client.
- Develops procedures and standards for installation and handover to maintain and improve the installation service.
- Schedules installation work around client priorities and resource availability.
- Ensures adherence to established safety and quality procedures.

Release and deployment

- Assesses and analyses release components for input to release scheduling.
- Maintains and administers tools and methods for software delivery, deployment and configuration.

- Maintains release processes and procedures.

Additional duties for this post:

- Participates in on-call support. He/she also adheres to flexible 9 hrs/5 Days a week shifts, which may be scheduled on-demand based on operational needs. This scheduling flexibility ensures that the System Engineer can start earlier or later in a day, providing consistent and adaptable support in alignment with the organization's requirements.
- Proactively share perspectives, ideas, experience and information relating to the technical support of assigned services, such as through the maintenance of documentation, known errors, workarounds, and delivering technical training.
- Support monitoring and reporting of the operational status of the assigned applications services and responding to exceptions.
- Deputizes for higher grade staff, if required.
- Performs other duties as may be required.

Education, Experience and Training (essential):

Education:

- A minimum requirement of a Bachelor's degree at a nationally recognised/certified University in a related discipline and 2 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 6 years extensive and progressive expertise in duties related to the function of the post.

Experience:

- At least 2 years practical experience of implementation and maintenance of ICT end systems within a large organization.
- Extensive experience configuring hardware and software.
- A strong understanding of ICT systems and the ability to work independently to solve problems.
- Practical experience troubleshooting technical issues and providing technical support to end-users.
- Proven experience with virtualization technologies like VMware vSphere or Microsoft Hyper-V.
- In-depth knowledge of Windows Server administration and a strong understanding of Windows Desktop OS.
- Familiarity with enterprise IT services such as DNS, Active Directory Federation Services (ADFS), and other critical network services that support business operations.
- Working knowledge of collaboration platforms like Microsoft Exchange and Skype for Business.
- Proficiency in at least one scripting language such as PowerShell, Python, Bash, or JavaScript for automating deployment, administrative tasks, and operational procedures.
- Knowledge of database operations, management, and metadata standards, with an ability to apply this understanding in the configuration and interoperability of information systems.
- Experience with storage technologies like SAN and NAS.
- Understanding of backup and recovery best practices.
- Practical experience troubleshooting infrastructure related issues, perform regular maintenance.

Education, Experience and Training (desirable):

- Microsoft Certified Solutions Associate.
- VMware Certified Professional.
- CISCO Certified Network Associate (CCNA).
- ITIL Foundation Certificate.
- Knowledge of NATO responsibilities and organization, including ACO and ACT.
- Working in an international environment comprising both military and civilian elements.
- Experience with INFOSEC/COMSEC procedures.

Behavioural competencies:

- 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.
- 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.
- 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.

Language:

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.