

JOB DESCRIPTION

Senior Technician (Power Generation)

Directorate of Service Operations - CIS Sustainment Support Centre

Grade: **G10**

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 Alliance's business processes (to include provision of IT shared services) to the NATO HQ, the Command Structure and NATO Agencies.

The Chief Service Operations (CSO) is accountable to plan, install, operate and maintain the Communications Information Systems (CIS) services throughout the allocated Area of Responsibility (AOR), in static NATO Headquarters, Alliance Operations and Missions and Exercises, and supported Organisations. Service Operations are delivered and managed in close coordination with the Directorates of Applications Services, Infrastructure Services, Air & Missile Defence Command and Control (AMDC2) Services. CSO and the CIS Support Units (CSU) receive support from the Agency's Enabler functions (General Services, Human Resources, Finance, and Acquisition).

CIS Sustainment Support Centre (CSSC), located in Brunssum, installs, operates, maintains upgrades, modifies, refurbishes, 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 CIS Sustainment Support Centre is the Agency's single, centralized asset management and repair facility for all static and deployable systems, including deployed life support equipment (Power Generators, Environmental Climate Units and shelters). This organization supports through lifecycle management activities across all Service Lines and enables the sustainability of systems through both logistics and technical design and support activities. CSSC acts as the Release and Deploy Manager/Coordinator on all static and deployable CIS assets for all Service Lines.

The Engineering and Maintenance Branch (EMB) provides full-spectrum, lifecycle sustainment of NATO deployable and static CIS to all customers. The Branch is also responsible for development, construction, installation, replacement, modification, repair and refurbishment, maintenance, testing and decommissioning of deployable, static, and maritime CIS and supporting equipment throughout the NATO AoR. Sustainment support is delivered from a central CIS sustainment facility as well as on-site support for associated static-site and deployed CIS.

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Duties:

Under the direction of the Branch Head Engineering and Maintenance, the incumbent will perform duties such as the following:

- Fabricates, modifies and repairs mechanical parts required for NATO equipment;
- Designs parts to solve mechanical problems;
- Performs inspections on reliability and safety of mechanical parts;
- Performs preventative maintenance on mechanical parts;
- Provides of technical expertise to the higher management of NCSA on all aspects of the mobile generators, Uninterruptible Power Supply (UPS) and their electrical interconnection. Provision of professional contacts with other NATO organizations;
- Assists and monitors assigned technical tasks efficiently to ensure that they can be executed and are in line with set target dates.
- Explains and provides system technical and logistical advice to senior management and initiates necessary actions to ensure that set maintenance and project targets are met;
- Designs the electrical safety checks in line with European and/or host nation legislation;
- Assists with design and configuration documentation on assigned projects and systems, including the required operating procedures and processes. Plans and manages implementation of procedures, tools and techniques for monitoring and managing the performance of systems under maintenance and provides official reports;
- Assists and monitors all CIS equipment discrepancies are fully identified, investigated, documented, reported and implements corrective actions in accordance with NCI Agency directives;
- Maintenance of technical expertise through courses, seminars and self-development activities;
- Assists with Key Performance Indicator (KPI) targets, and monitors progress against agreed quality and performance criteria. Provides effective feedback, throughout the performance management cycle, to ensure optimum performance;
- Deputize for higher grade staff, if required;
- Performs other duties as may be required.

Experience and Education:

- Higher vocational training in Power Generation or Diesel Mechanics or a relevant discipline with 2 years post-related experience; or a secondary educational qualification with 4 years post-related experience;
- Conversant with the European Electrical safety standards and safety inspections regulations;
- Experience with Uninterruptable Power Supplies (UPS), power generating systems and Programmable Logic Controllers (PLC).
- Experience with metal work (cutting, riveting, forming, bending, milling, turning, grinding, drilling);

Desirable Experience and Education:

- Valid Driver License;
- Truck and Trailer license (C,E) or equivalent;
- Forklift License;
- Soldering techniques
- TIG/MIG/MAG welding;



Experience working in a NATO civilian/military international environment;

- VCA/SCC (or equivalent)/H&S;
- Certificate to operate overhead cranes;
- 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:

- 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.
- Adhering to Principles and Values - Upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities, builds diverse teams; encourages organisational and individual responsibility towards the community and the environment.
- 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.