



JOB DESCRIPTION

Post Details:

Post Title:	Problem Coordinator	Organisational Element:	CSO/ESOC
Grade:	G12	Location:	The Hague

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 Chief Service Operations (CSO) is responsible for the seamless delivery of critical Communication and Information Systems (CIS) to over 30,000 users across the NATO Enterprise. Consequently, CSO is a key stakeholder in fostering and sustaining the highest levels of partnership and relationship building with Operational Customers and the User community. With a focus on in-year Service Operations across the full spectrum of NCI Agency/Customer service agreements the CSO's core functions include: Service Operations, Service Transition, Logistics and Asset Management. Underpinning these functions are the Enterprise Service Operations Centre (ESOC), Service Management and Control (SMC), CIS Sustainment Support Centre (CSSC) and Asset Management Programme Office (AMPO). Within this framework, the ESOC provides up to Level 2 support to delivered services through cross Business Area support and specialist Incident Readiness and Response Teams (IRRT). SMC is the NCI Agency's Service Management Authority (SMA), which provides Line-2 Service Delivery control, ITIL governance and Change Management including transition, monitoring and both internal and external service reporting. CSSC delivers both Static and Deployable Information Communication Technology (ICT) system L3 repair, maintenance and changes as well as logistics functions, which is underpinned by the AMPO, which provides the governance and controls, related to Asset, Configuration, Patch and Vulnerability management (ACPV) process as part of cyber defence.

The Enterprise Service Operations Centre (ESOC) within the CSO functional area operates, maintains and monitors CIS services throughout their allocated Area of Responsibility (AOR), in Static Warfighting Headquarters, Alliance operations and associated missions and exercises and to Nations and other customer organisations. The ESOC is responsible for continuous control and reporting for the NCI Agency's CIS infrastructure and services by applying enterprise processes to support network integrity and end-to-end service coherence. It is the Agency's single point of contact (SPOC) for all in-service support aspects (e.g.

incidents and service requests) of enterprise services provided by the Agency. The ESOC provides up to Level 2 support services in accordance with service agreements for its eligible users and provides end-to-end visibility and incident resolution, including functional and managerial escalation.

Job role description:

The Problem Coordinator role is responsible for the operational execution and coordination of the Problem Management process. He/she is responsible for identifying, analysing, and ensuring progression of problems that arise within an organization's IT infrastructure. Ensuring that the process roles are allocated and all activities are carried out as required throughout the Problem Management lifecycle. They work to minimize the impact of incidents and prevent them from recurring by identifying the root cause and implementing solutions to prevent future incidents. The Problem coordinator also works closely with other IT teams to ensure that problem investigations are resolved in a timely and efficient manner. They will proactively validate and coordinates problem investigation activities ensuring that investigations are recorded, analysed, progressed and that corrective actions and service improvements are fully delivered.

Duties and Responsibilities:

Problem management

- Initiates and monitors actions to investigate and resolve problems in systems, processes and services.
- Determines problem fixes and remedies.
- Collaborates with others to implemented agreed remedies and preventative measures.
- Supports analysis of patterns and trends to improve problem management processes.

Risk management

- Undertakes basic risk management activities.
- Maintains documentation of risks, threats, vulnerabilities and mitigation actions.

Organisational facilitation

- Facilitates a series of group activities or workshops in situations of complexity and ambiguity and competing stakeholder needs.
- Designs a structured sequence of meetings, events or workshops to solve complex problems.
- Understands required outcomes and outputs from teams and facilitates the team to deliver these.
- Helps to improve team processes and performance in workshops or meetings, events or workshops.

Stakeholder relationship management

- Deals with problems and issues, managing resolutions, corrective actions, lessons learned, and the collection and dissemination of relevant information.
- Implements stakeholder engagement/communications plan.
- Collects and uses feedback from customers and stakeholders to help measure the effectiveness of stakeholder management.
- Helps develop and enhance customer and stakeholder relationships.

Customer service support

- Acts as the routine contact point, receiving and handling requests for support.
- Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution.

- Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate.
- Assists with the development of standards, and applies these to track, monitor, report, resolve or escalate issues.
- Contributes to creation of support documentation.

Specialist advice

- Provides detailed and specific advice regarding the application of their specialism to the organisation's planning and operations.
- Actively maintains knowledge in one or more identifiable specialisms.
- Recognises and identifies the boundaries of their own specialist knowledge.
- Where appropriate, collaborates with other specialists to ensure advice given is appropriate to the organisation's needs.

Availability management

- Analyses service and component availability, reliability, maintainability and serviceability.
- Contributes to the availability management process and its operation. Performs defined availability management tasks.
- Ensures that services and components meet and continue to meet all of their agreed performance targets and service levels.

Knowledge management

- Maintains knowledge management systems and content to meet business needs.
- Supports others to enable them to complete knowledge management activities and form knowledge management habits. Supports changes to work practices to support capture and use of knowledge.
- Reports on the progress of knowledge management activities.
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- Configures and develops knowledge management systems and standards.

Additional duties for this post:

- Support Organizational Elements (Business Areas, CSUs) with the Problem Management process and practice.
- Support SMC Problem Manager and participate on Enterprise and Local Problem Governance Boards.
- Actively reviews Performance Management objectives, builds up and maintains a personal development plan ensuring regular monitoring to accomplish set goals.
- Collaboration to Continual Service Improvement (CSI) process.
- Participates in the development and delivery of the required on-the-job training to other technicians.
- If required, deploy to all supported sites.
- If required, participate in training at the NCI Agency Academy.
- Deputise for higher-grade staff, if required.
- Perform other duties as required.

Education, Experience and Training (essential):

Education:

Higher vocational training in a relevant discipline with 3 years' experience directly related to this position, or secondary educational qualification with 5 years' experience directly related to this position.

Experience:

- At least 2 years previous experience working with problem investigations
- Good knowledge of ITIL processes with proven experience on Problem Management and related process areas.
- Good knowledge and experience on IT Service Management.
- Relevant experience in customer relationship management.
- Good experience in reporting and use of ITSM tools.
- Relevant experience with Problem Management module of ITSM tools as well as SharePoint administration;
- Good organizational skills and analytical approach to problem solving.
- Ability to effectively communicate orally and in writing, with good briefing skills.

Training/Certifications:

ITIL v3/v4 Foundation Certification

Education, Experience and Training (desirable):

Experience:

Minimum of 5 years working in an IT support environment

Background in general CIS, with expertise in supporting Networking, or an IT Infrastructure field

Training/Certifications: Must have ITIL 3 / 4 foundation

Behavioural competencies:

- *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.
- *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.

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.