

Duty Location: **The Hague,NLD****JOB DESCRIPTION**

Principal Service Engineer (Enterprise)
Chief Technology Office – Architecture and Engineering Branch
 Grade: **G20**

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 Chief Technology Office (CTO) is accountable for the digital transformation of NATO ICT, establishing the Agency's technical vision and IT engineering strategy including management of the research and development of emerging technology.

The Architecting and Engineering (A&E) Branch is responsible for the definition, design, implementation and continuous improvement of common architecting and service engineering practices throughout the NCI Agency to improve technical coherence and interoperability of C3 capabilities and ICT services for the NATO C&I Enterprise and beyond. In this respect, the Team will define requirements for agency-wide taxonomies / catalogues, standards, guidelines, procedures, templates and tools, for the NCI Agency, and influencing / contributing to related activities for the NATO Enterprise, the Alliance and the Federation. The incumbent is responsible for designing ICT services and associated systems. To achieve this, it is necessary to review and validate technical solutions, consistent with architecture guidance, assess the use of technologies and standards for ICT services, security and safety validation, re-use of components, provide directions to Engineering and Service Delivery teams. The incumbent will validate the entire Service Design before any ICT Service is chartered in a Service Catalogue and validates improvements to existing Services

Duties:

Under the direction of the Mission CIS Technical Design Authority (MCIS TDA), but largely on own initiative, the incumbent will perform duties such as the following:

Strategic planning

- Develops, communicates, implements and reviews the processes, which embed strategic management in the operational management of the organisation.
- Leads and manages the creation or review of a strategy that meets the requirements of the business.
- Sets policies, standards, and guidelines for how the organisation conducts strategy development and planning.

Requirements definition and management

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- Champions the importance and value of requirements management principles and selecting effective requirements management life cycle models.
- Develops organisational policies, standards, and guidelines for requirements definition and management.
- Plans and leads scoping, requirements definition and priority setting for complex, strategic programmes.
- Drives adoption of, and adherence to, policies and standards.
- Develops new methods and organisational capabilities for requirements management.

Systems development management

- Sets policy and drives adherence to standards for systems development.
- Leads activities to make security and privacy integral to systems development.
- Identifies and manages the resources necessary for all stages of systems development projects.
- Ensures that technical, financial and quality targets are met.

Systems integration and build

- Leads the development of organisational systems integration and build capabilities including automation and continuous integration.
- Develops organisational policies, standards, and guidelines for systems integration and build.
- Provides resources to ensure systems integration and build can operate effectively and ensures adoption and adherence to policies and standards.

Stakeholder relationship management

- Leads the development of comprehensive stakeholder management strategies and plans.
- Builds long-term, strategic relationships with senior stakeholders (internal and external).
- Facilitates the engagement of stakeholders in support of the delivery of services and change projects.
- Acts as a single point of contact for senior stakeholders, facilitating relationships between them.
- Negotiates to ensure that stakeholders understand and agree on what will meet their needs, and that appropriate agreements are defined.
- Oversees monitoring of relationships including lessons learned and appropriate feedback.
- Leads actions to improve relations and open communications with and between stakeholders.

Additional duties for this post:

- Provide support and guidance to technical teams in Exercises and Operations, supporting the building of reusable exercise design building blocks.
- Drive adoption of, and adherence to, relevant policies and standards (NATO, Agency and industry).
- Support development of NATO and Agency policies, directives and guidelines related to architectures and technical coherence;
- Identify new and emerging technologies, and evaluate the potential impacts, threats and opportunities;
- Create technology roadmaps which align NATO and Agency plans with emerging technologies;
- Undertake impact analysis on major design options, make recommendations and assesses associated implementation, life-cycle support and security risks;
- Support NCI Agency Technical Design Authority (TDA) and Programme TDAs in ensuring alignment with NATO Policies and Directives, Agency Directives and Standards and Enterprise Architecture; in particular,
 - Provide direction and guidance to technical teams with regards to Mission CIS (MCIS),
 - Ensure coherent technical design for DCIS, SATCOM, Maritime, SOF CIS and other Mission CIS related projects and Implementation programmes;

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- Ensure alignment between Deployable and Static capabilities, meeting interoperability and federation requirements.
- Deputize the Mission TDA as required.
- Support to and lead of selected Programme of Work tasks and projects of key interest to MCIS TDA, e.g. NDS project activities on MCIS related interoperability, ACT project activities developing and programming MCIS related capabilities, ACO project activities developing or deriving CIS operational concepts and requirement from NATO doctrine and ACO operational concepts.
- Support other tasks assigned by the MCIS TDA;
- Deputize for higher grade staff, if required;
- Performs other duties as may be required.

Experience and Education:

- A Master's degree at a nationally recognised/certified University in a related discipline and 5 years post-related experience. Or a Bachelor's degree with 8 years post related experience;
- Extensive experience leading impact analysis on major ICT design options, assessment of associated implementation, life-cycle support and security risks.
- Extensive experience in providing support and guidance to technical teams during implementation of large ICT and/or Software projects
- Extensive experience leading identification of new and emerging technologies, and evaluate the potential impacts, threats and opportunities
- Extensive experience managing relationships with senior stakeholders (internal and external)
- Experience applying analytical and systems thinking to complex problems.
- Experience moderating technical design related discussions with multi-disciplinary teams.
- Proven ability to effectively communicate orally and in writing, with good briefing skills.
- Prior experience (at least 5 years) related to ICT Network and Systems Engineering Architecture within the C4ISR Domain;
- Experience (at least 5 years) with deployable network and ICT systems;
- Experience (at least 5 years) with projects dealing with large ICT implementations, especially in the military deployable area, leading large multi-disciplinary technical teams
- Sound practical knowledge and experience of service delivery and service provisioning policies, methodologies, processes and tools;
- Knowledge and experience in state-of-the-art technologies relevant to the work, such as Cloud computing and automation and orchestration capabilities.
- Knowledge and experience involving the development, management, acquisition and / or implementation of military CIS/C4ISR systems or similar complex IT systems;

Desirable Experience and Education:

- Experience of working in NATO's committees or working groups.
- Domain knowledge in cyber security and crypto technologies.
- Comprehensive understanding of operational tasks in the NATO C2 structure at strategic, operational and tactical levels.
- Knowledge of NATO C3 policies and directives, and experience in Architecting and designing cloud services, private, public or hybrid;
- Knowledge and experience in Enterprise Architecture and Business process.
- Knowledge in underlying concepts, best practices and tools of C4ISR Systems, Software Engineering, Cyber Security and IT Service Provision.
- Knowledge with Military C4ISR systems requirement capture, analysis and specifications.
- Knowledge in The Open Group TOGAF , ITIL, COBIT, CISSP, or equivalent
- Prior experience of working in an international environment comprising both military and civilian elements;
- Knowledge of NATO responsibilities and organization, including Allied Command Operations and Allied Command Transformation.

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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.

Essential 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.
- **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.
- **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