



JOB DESCRIPTION

Post Details:

Post Title:	Principal Technician (Configuration Management)	Organisational Element:	NISC
Military/Civilian:	Civilian	Location:	Braine L'Alleud, BEL

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 NATO Infrastructure Service Centre (NISC) Business Area Lead (BAL) is accountable for planning and executing the full lifecycle management activities (design, transition and operations) for the identified area of responsibility. NISC provides generic, domain independent, technical functionality that enables and facilitates the operation and use of Information Technology resources. NISC services (including: subject matter expertise; acquisition; project management, operations and maintenance; and, disposal) are provided in the following technical domains: Network Services (to include routing, switching and transmission services), infrastructure hosting, storage and processing, infrastructure networking, HW and SW management, databases and web platform services, as well as identity management. Services are provided throughout the lifecycle to both internal and external customers in both static and deployable settings.

Job role description:

This post pertains to the lifecycle planning, control and management of the assets of an organisation; this may include documentation, software and service assets, and information relating to those assets and their relationships. This involves identification, classification and specification of all configuration items (CIs) and the interfaces to other processes and data, as well as required information related to storage, access, service relationships, versions, problem reporting and change control of CIs. The also involves the application of status accounting and auditing, often in line with acknowledged external criteria (such as ISO 9000, ISO/IEC 20000, ISO/IEC 27000 for example) and security throughout all stages of the CI lifecycle, including the early stages of system development.

The incumbent as Principal Technician (Configuration Management) is accountable to the Chief

Configuration Management section of NISC OBS for the management of the entire NISC CMDB and dependent products lifecycle management, regardless of where the technology components, processes or professional capabilities reside.

Duties and Responsibilities:

Risk management

- Undertakes basic risk management activities.

Data modelling and design

- Applies standard data modelling and design techniques based upon a detailed understanding of requirements.
- Establishes, modifies and maintains data structures and associated components.
- Communicates the details of data structures and associated components to others using the data structures and associated components.

Configuration management

- Applies tools, techniques and processes to track, log and correct information related to configuration items.
- Verifies and approves changes to the Configuration Management Data Base (CMDB) toolset ensuring the protection of assets and components from unauthorised change, diversion and inappropriate use.
- Ensures that users comply with identification standards for object types, environments, processes, life cycles, documentation, versions, formats, baselines, releases and templates.
- Performs audits to check the accuracy of the information and undertakes any necessary corrective action under direction.

Service level management

- Monitors and logs the status of CM process utilising CMDB provided, compared to that required by service level agreements.

Change control

- Develops, documents and implements changes based on requests for change related to the managed toolset.
- Applies change control procedures in regard to the managed toolset.
- Applies tools, techniques and processes to manage and report on change requests relevant for the managed toolset.

Sustainability

- Applies tools, techniques and processes to create and maintain an accurate asset register.
- Produces reports and analysis to support Configuration Item management activities and aid decision-making.

Additional duties for this post:

Under the direction of Chief Configuration Management section, the incumbent will perform duties such as the management the operation and maintenance tasks related to support NISC Domain CMDB and dependent products including, but not limited to the following tasks:

- Configure and maintain NISC CMDB and Discovery solutions to meet NISC business & technical requirements.
- Implement CMDB governance policies to ensure data integrity and consistency.
- Perform regular audits and reconciliations of CMDB data to identify and remediate discrepancies and inconsistencies.
- Collaborate with cross-functional teams to map and integrate data sources into the CMDB, including asset management systems, service desk tools, passive infrastructure tools and network monitoring solutions.
- Implement discovery probes, patterns, and sensors to discover and populate CMDB with accurate and up-to-date information about IT assets and infrastructure components.
- Monitor and troubleshoot BMC Remedy Discovery processes to identify and resolve issues related to data collection, normalization, and reconciliation.
- Maintain custom reports and dashboards to provide stakeholders with insights into CMDB health, compliance, and utilization metrics.
- Provide training and support to end-users and stakeholders on BMC Remedy CMDB and Discovery tools and processes.
- Contribute to the implementation of the upgrades and improvements of the managed software.
- Create and manage datasets.
- Configure the core CMDB & Discovery components.
- Share technical & business CI information with other authorized by NISC OBS applications.
- Provide & control users' access to the CMDB & Discovery Module / Dashboard as required.
- Establish the relationships between users, groups, and roles in CMDB & Discovery according to given instruction by superior.
- Setting up normalization engine permissions for multi-tenancy and normalization rules to set row-level permissions.
- Manage classes and datasets used in CMDB and Discovery to calculate the dashboard metrics.
- Prepare Discovered data for normalization and presentation for use in CMDB Dashboards.
- Implement & manage the archiving criteria for configuration items (CIs) in the CMDB and Discovery DB.
- Manage & configure BMC CMDB web services.
- Implement & modify the data model in CMDB according to given by superior instructions.
- Implement & manage a service catalogue in CMDB in order to define the resources that deliver business services, models their behaviours and functional relationships, and manages the delivery of the resulting services according to provided instructions and policies by superiors.
- Enable and manage audit for classes and attributes in NISC CMDB and Discovery.

- Deputize for higher grade staff, if required;
- Performs other duties as may be required.

Education, Experience and Training (essential):

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

Experience:

- 3 years of practical experience across all the configuration management disciplines in a configuration management role.

- Very good technical understanding and experience working with various IT Service Management related tools and technology (like BMC Remedy ITSM Suite v9.1 and above)
- Good understanding of infrastructure solutions hosting Service Management tools and technology, including understanding of market leading database solutions (including but not limited to MS SQL and Oracle)
- 2+ years of experience in managing and administering BMC Remedy CMDB and Discovery solutions.
- Strong understanding of ITIL framework and CMDB/Discovery best practices.
- Hands-on experience with BMC Remedy ITSM suite, including CMDB, Discovery, Asset Management, and Service Desk modules.
- Proficiency in BMC Atrium Core and BMC Atrium Discovery and Dependency Mapping (ADDM) tools.
- Experience with IT asset management, configuration management, and change management processes.
- Solid understanding of network infrastructure, IT systems, and enterprise architecture principles.

Training/Certifications:

- BMC Remedy CMDB and/or Discovery certifications (or similar certification related to CMDB management in other IT Service Management system, e.g. Broadcom).

Education, Experience and Training (desirable):

Experience:

- Excellent analytical, problem-solving, and communication skills.
- Strong understanding of ITIL framework (preferably the Practice Manager (PM), Managing Professional (MP)) and CMDB/Discovery best practices.
- Experience integrating BMC TrueSight Operations Management (version 10.x and higher).
- Ability to work independently and collaboratively in a fast-paced, dynamic environment.
- Prior experience of working in an international environment comprising both military and civilian elements
- Knowledge of NATO responsibilities and organization, including ACO and ACT.

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.