



JOB DESCRIPTION

Post Details:

Post Title:	Engineer (Digital Collaboration)	Organisational Element:	NATO Digital Workplace Centre
Rank/Grade:	G15	Job Family:	Digital Backbone Engineering
		Location:	Braine L'Alleud, Belgium

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:

NATO Digital Workplace Centre (NDWC) is accountable to the General Manager for the consolidated Agency consultation and collaboration services that comprise the current Digital Workplace, covering the operational NATO services, across all content classifications and security domains, for desktop computing, mail, instant messaging, video teleconference (VTC), content services platforms, telephony, printing and mobility services. Responsibilities also cover the organisation and support of all digital events, meetings and large-scale conferences for both the Agency and NATO stakeholders. Furthermore, the NDWC also has the responsibility for driving the future roadmaps of these services across the NATO Enterprise to enable a NATO Digital Workplace through new services.

The NDWC is led from its headquarter location in the Agency campus in The Hague (Netherlands). The majority of the technical staff and technical capabilities are located in Agency facilities in Mons, Brussels, Braine L'Alleud (Belgium) and Oeiras (Portugal).

The Personal Workspace (PWG) provides a persistent, shared conversational workspace that helps NATO staff initiate, organize and complete their daily work. The Personal Workspace Group is responsible for the lifecycle and in-service support of End-User devices (i.e. Desktops/Laptops/Tablets), Mail, Skype and Mobile Telephony services across the NATO Enterprise. In close coordination with local support teams, Personal Workspace team's focus is to provide 24/7 timely response to Incidents and Service requests coupled with a continuous effort to provide end-users with a state-of-art digital work experience.

Job role description:

A Digital Collaboration Engineer is responsible for designing, implementing, managing, and optimizing collaboration tools and platforms within a digital ecosystem of an organization. They specialize in deploying communication and collaboration software, such as video conferencing systems, team messaging applications, and document sharing platforms to create seamless virtual work environments. Their role involves configuring these tools to ensure coherent integration and user-friendly experiences, troubleshooting technical issues, providing user support, and staying up to date with the latest collaboration technologies, to enable teams to work cohesively, regardless of their physical locations, in order to foster a connected and productive digital work environment.

Duties and Responsibilities:**Systems design:**

- Follows standard approaches and established design patterns to create new designs for simple systems or system components.
- Identifies and resolves minor design issues.
- Identifies alternative design options and seeks guidance when deviating from established design patterns.

Systems integration and build:

- Provides technical expertise to enable the configuration of system components and equipment for systems testing.
- Collaborates with technical teams to develop and agree system integration plans and report on progress.
- Defines complex/new integration builds.
- Ensures that integration test environments are correctly configured.
- Designs, performs and reports results of tests of the integration build.
- Identifies and documents system integration components for recording in the configuration management system.
- Recommends and implements improvements to processes and tools.

Software configuration:

- Assists in designing, verifying, documenting, amending and refactoring moderately complex software configurations for deployment.
- Applies agreed standards and tools, to achieve a well-engineered result.
- Collaborates in reviews of work with others as appropriate.

Application support:

- Follows agreed procedures to identify and resolve issues with applications.
- Uses application management software and tools to collect agreed performance statistics.
- Carries out agreed applications maintenance tasks.

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.

Specific duties for this post:

- Serve as the highest level of technical escalation for complex issues related to managed client devices (iOS).
- Analyse and resolve complex hardware and software problems, collaborating with Level 1 and Level 2 support teams to provide timely resolutions.
- Investigate and troubleshoot advanced network connectivity, performance, and security-related issues affecting managed devices and print services.
- Collaborate closely with cross-functional teams, including infrastructure, security, and application teams, to ensure seamless integration and support of managed devices and print services.
- Conduct in-depth root cause analysis and identify trends to prevent recurring issues and minimize service disruptions.
- Deployment and Configuration of Mobile Devices, Smartphones, Tablets and other mobile devices.
- Implementing and maintaining Security policies, ensuring devices adhere to Agency's security standards.
- Providing Engineering Support for mobile devices, troubleshooting issues and resolving problems related to device performance, connectivity and application usage.
- Collaborating with other teams, Service Lines to ensure mobile devices are integrated and compatible with Agency requirements.
- Deployment and Configuration of Enterprise Device Management systems/platforms "backends" for mobile device management.
- Monitoring mobile device usage, generating reports on device performance, security, and compliance, and identifying potential security risks.
- Participate in on-call rotations and provide timely response and resolution to critical incidents outside regular business hours.
- Support the Section head in team and technical lead duties and decisions, while proposing and advising on technical guidance in regards to the technologies under their area.
- Stay abreast of emerging technologies, industry best practices, and advancements in Windows-based client devices and device management solutions.
- Performs implementation and maintenance of authorised software changes, related to assigned applications and the integration/tailoring of vendor-supplied components, following established procedures for quality, configuration control, testing, documentation and security.
- Provides and coordinates expeditious Level 2/3 support services (including technical help desk and emergency on-site assistance) to ensure assigned services remain operational.
- Proactively implement monitoring policies and solutions to ensure the 24/7 functionality of the systems.
- Follow and implement industry best practices tailored with NATO-specific requirements in the day-to-day administration of the services.
- Actively coach and train Level 1/2 support teams.
- Deputize for higher-grade staff as 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:

- Experience in identifying and assessing new and emerging technologies and their adoption into larger systems.
- Experience in developing technology roadmaps taking into account emerging technology solutions.
- Extensive knowledge and proven experience of managing iOS devices in large distributed environment (more than 4 000 endpoints).
- Extensive knowledge and proven experience in using iOS environment technologies.
- Experience in Cloud Office Operation (Intune device management) and on premise operations.
- Extensive knowledge in security technologies and concepts (PKI, least privilege, data at rest, data in transit protection).
- Knowledge and experience related to design, implementation, operation, maintenance, support, configuration and administration of iOS clients in large distributed environment.
- Experience in coaching and supervising technical staff.
- Experience in planning and coordination upgrades, patches, service interruptions with multiple teams including remote locations.
- Experience in drafting and maintaining system design documentation.

Training/Certifications:

- Certified ITIL Foundation

Education, Experience and Training (desirable):**Experience:**

- Advanced/Graduate degree in a field related to the function of the post and other professional certificates for the products/technologies described.
- Knowledge of Data Classification and information protection technologies and products.
- Experience and/or professional certification in the design, implementation and administration of COTS Client OS (macOS, iOS/iPadOS).
- Working knowledge of ITIL (Services Management (i.e. SLA compliancy)).
- Strong analytical and problem-solving skills, with the ability to diagnose and resolve complex technical issues.
- Excellent communication and interpersonal skills, with the ability to interact effectively with technical and non-technical stakeholders.
- Proven track record in leading and collaborating with cross-functional teams to drive successful outcomes.

- Prior experience of working in an international environment.
- Knowledge of NATO responsibilities and organization, including Allied Command Operations, Allied Command Transformation and NATO Agencies.

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.
- *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.
- *Formulating Strategies and Concepts* - Works strategically to realise organisational goals; sets and develops strategies; identifies, develops positive and compelling visions of the organisation's future potential; takes account of a wide range of issues across, and related to, the organisation.

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.