



## JOB DESCRIPTION

### Post Details:

|                    |                                 |                         |                                |
|--------------------|---------------------------------|-------------------------|--------------------------------|
| Post Title:        | <b>Senior Solution Engineer</b> | Organisational Element: | <b>NIMSC</b>                   |
| Rank/Grade:        | <b>G17</b>                      | Job Family:             | <b>Application Engineering</b> |
| Military/Civilian: | <b>Civilian</b>                 | Location:               | <b>Braine l'Alleud, BEL</b>    |

### 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 Integrated Mobile Service Centre (NIMSC) provides NATO and its Partners 24/7 with scalable, protected, secure, reliable, and integrated Wireless Communication-based Services with a focus on NATO Operations, Crisis Response, Missions, Exercises and Business Continuity. The NIMSC Chief is responsible for planning and executing all lifecycle management activities for NIMSC services (strategy, design, transition, operation and continuous service improvement including subject matter expertise, research and development, acquisition and logistic support).

The NIMSC Engineering Management Office (EMO) provides Engineering Resources with expertise in Mobile Infrastructure (e.g. Deployable, Dispersible and highly Mobile CIS), SATCOM and Wireless Communications in support of Projects, Services and the POWs (Program of Work). It represents NIMS Engineering at NATO, Academia and Industry. EMO is responsible for the management and control of the NIMS Technology Roadmap and leads the establishment and continuous service improvement through the NIMS Integration and Innovation Hubs. It ensures compliance, standardization and coherence of services & products and leads the efforts for seamless integration of new capabilities.

### Job role description:

The incumbent is a domain specific technical expert that translates capability requirements into implementation plans, designs and development activities. They select, design and implement solutions to requirements within a given domain. They derive solution requirements and designs from capability requirements and architectures. Solutions, designs, and implementations encompass products, product



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components, encompassing software, hardware, network, data, documentation and development/test environments. They evaluate supplier's technical solutions and manage selected interfaces of that solution. T ensures that security policies are met during the design, software development, integration, deployment and in-service phases.

### Duties and Responsibilities:

#### Solution architecture

- Leads the development of solution architectures in specific business, infrastructure or functional areas.
- Leads the preparation of technical plans and ensures that appropriate technical resources are made available.
- Ensures that appropriate tools and methods are available, understood and employed in architecture development.
- Provides technical guidance and governance on solution development and integration.
- Evaluates requests for changes and deviations from specifications and recommends actions.
- Ensures that relevant technical strategies, policies, standards and practices (including security) are applied correctly.

#### Requirements definition and management

- Defines and manages scoping, requirements definition and prioritisation activities for initiatives of medium size and complexity.
- Contributes to selecting the requirements approach.
- Facilitates input from stakeholders, provides constructive challenge and enables effective prioritisation of requirements.
- Establishes requirements base-lines, obtains formal agreement to requirements, and ensures traceability to source.

#### Systems development management

- Plans and drives systems development projects which support the organisation's objectives and plans.
- Selects, adopts and adapts appropriate systems development methods, tools and techniques.
- Ensures that stakeholders are aware of required resources and that they are made available.
- Facilitates availability and optimum utilisation of resources.
- Monitors and reports on the progress of development projects.
- Ensures projects are carried out in accordance with agreed architectures, standards, methods and tools and addresses security and privacy requirements.
- Develops road maps to communicate future development activity.

#### Sourcing

- Reviews business cases (requirements, potential benefits and options) and determines appropriate procurement routes.



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- Using market knowledge to inform specifications, ensures detailed pre-qualification questionnaires and tender invitations are prepared.
- Collects and collates data to support collaboration and negotiates terms and conditions to reflect the scale of requirements and encourage good performance.
- Evaluates tenders based on specification and evaluation criteria, prepares acceptance documentation and advises on contracts and service level agreements.

### Contract management

- Sources and collects contract performance data (such as pricing and supply chain costs), and monitors performance against key performance indicators.
- Monitors progress against business objectives specified in the business case.
- Proactively manages risk and reward mechanisms in the contract.
- Identifies and reports under-performance and develops opportunities for improvement.
- Monitors compliance with terms and conditions and takes appropriate steps to address non-compliance.
- Identifies where change is required, and plans for variations.
- Ensures, in consultation with stakeholders, that change management protocols are implemented.

### Additional duties for this post:

- Perform other duties as may be required,
- Deputise for higher grade staff, if 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 3 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 10 years extensive and progressive expertise in duties related to the function of the post.

#### Experience:

- Knowledge and engineering experience in state of the art technologies, across a broad spectrum, which should include multiple of the following:
  - Modern infrastructure technology trends, particularly in the area of COTS products;
  - Experience in writing, analysing and commenting on technical documents;



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- Proven ability to communicate effectively orally, using tact and diplomacy, and in writing with good briefing skills;
- Ability to understand operational requirements and translate them into technical and/or implementation requirements;
- Strong problem solving and analytical skills.
- Experience with implementation of Cyber Security Services.
- Knowledge and experience in applying ISMS and NIS2 principles and methodologies applied to effective Security Management and Control.

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

#### Experience:

- Knowledge and engineering experience in state of the art technologies, across a broad spectrum, which should include multiple of the following:
  - Deployable CIS, Infrastructure as a Service, Deployable SATCOM terminals, Deployable DLOS and BLOS Radio Stations and familiarity with related international / commercial / industrial standards;
  - Knowledge of project management methodologies; Knowledge and experience in applying MBSE methodology;
  - Familiar with Architecture modelling language(s) (UML, SysML, ArchiMate, etc.), preferably in the context of an Architecture Framework (TOGAF, DODAF, Zachman, etc.);
  - Knowledge and experience in the application of Federated Mission Networking (FMN) in service design;
  - Prior experience of working in an international environment comprising both military and civilian elements;
  - Knowledge of NATO responsibilities and organization, including ACO and ACT;
  - Knowledge and experience in applying ITIL, COBIT and eTOM principles and methodologies applied to effective Service Management and Control;
  - Knowledge of data labelling and bidding standards AdatP-4774 and AdatP-4778

#### 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.



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- *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.
- *Leading and Managing* - Provides others with a clear direction ; motivates and empowers others; attracts and develops staff of a high calibre ; provides staff with development opportunities and coaching; sets appropriate standards of behaviour.

### 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.

### Post Details:

|                    |  |                         |  |
|--------------------|--|-------------------------|--|
| Post Title:        | <b>Service Engineer (Early Engagement)</b> | Organisational Element: | <b>NIMSC</b>   |
| Rank/Grade:        | <b>G15</b>                                 | Job Family:             | <b>Enterprise Architecting and Service Engineering</b> |
| Military/Civilian: | <b>Civilian</b>                            | Location:               | <b>Braine l'Alleud, BEL</b>                            |

### Organisation context:

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protected, secure, reliable, and integrated Wireless Communication-based Services with a focus on NATO Operations, Crisis Response, Missions, Exercises and Business Continuity. The NIMSC Chief is responsible for planning and executing all lifecycle management activities for NIMSC services (strategy, design, transition, operation and continuous service improvement including subject matter expertise, research and development, acquisition and logistic support).

### Job role description:

Service Engineers support the design of ICT services and associated systems. To achieve this, it is necessary to design and review technical solutions, consistent with architecture guidance, assess the use of technologies and standards for ICT services, security and safety, re-use of components and provide input to Service Delivery Plans. The incumbent will provide input and review the Service Design before any ICT Service is chartered in a Service Catalogue and provide input to continuous improvement of existing services.

The Service Engineer (Early Engagement) will be the NIMSC point of contact to the Agency Early and Continuous Engagement (ECE) team in the Chief Technology Office (CTO). They will represent NIMSC for all forms of early engagement with our customers, collate actions and coordinate with relevant internal stakeholders.

### Duties and Responsibilities:

#### Requirements definition and management

- Defines and manages scoping, requirements definition and prioritisation activities for initiatives of medium size and complexity.
- Contributes to selecting the requirements approach.
- Facilitates input from stakeholders, provides constructive challenge and enables effective prioritisation of requirements.
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#### Systems development management

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- Develops road maps to communicate future development activity.

### **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.

### **Additional duties for this post:**

Under the direction of the Executive Officer, but largely on own initiative, the incumbent will perform duties such as the following:

- Collaborate with, and facilitate internal and external communication to fully document business needs and indicate solutions if required.
- Support the creation of requirements that meet the strategic needs of the business.
- Take responsibility for understanding client requirements, collecting data, supporting the analysis and problem resolution.
- Support coherence, standardization effort, assure quality of products and alignment across the systems in the use of the optimal technologies, leading to faster implementation and reduced cost of maintenance.
- Contribute to the early Solution Architecting team activities related to customer support to upcoming requirements.
- Act as the interface to the CTO Early Engagement to allow the smooth transition of customer requirements to the NIMSC Project teams.
- Maintain active link NIMSC customers.
- Promote and enforce outsourcing of commodity services.
- Promote transition from assets to services.
- Deputize for higher grade staff, if required.
- Perform other duties as may be required.





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### 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 with drafting ICT design and/or software development and planning of system and software delivery for large C4ISR projects
- 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.
- Experience managing relationships with technical stakeholders (internal and external)
- Proven ability to apply analytical and systems thinking to complex problems.
- Proven ability to moderate technical design related discussions with multi-disciplinary teams.
- Proven experience with presenting complex technical concepts to a diverse audience and at times non-technical audience.

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

#### Experience:

- Proven ability in process analysis, and design techniques, including needs assessment, specification development, planning and gap analysis
- Knowledge in The Open Group TOGAF, ArchiMate, ITIL, COBIT, CISSP, or equivalent
- Knowledge and experience with Military C4ISR systems requirement capture, analysis and specifications.

### 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.





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- 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.