

## JOB DESCRIPTION

### Post Details:

Post Title:	<b>IT Engineer (GIS)</b>	Organisational Element:	JISRC
		Profession:	Digital Backbone Engineering
Rank/Grade:	G15		
		Location:	The Hague, NLD

### Organization context:

This is a position within the NATO Communications and Information Agency (NCIA), 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.

### Organizational Element Statement of Functions:

This post is assigned to the Joint Intelligence, Surveillance and Reconnaissance (JISR) Centre within the Agency, where the responsibility rests for accomplishing the full life cycle of assigned JISR services. NCI Agency operations are underscored by the organization's core values and vision to be an essential, one-team contributor to NATO success. The Agency is an innovative and trusted Alliance partner and achieves its short- and long-term goals and objectives through the application of strategy-focused organizational principles, to which this post is directly linked.

The GeoMetOc Services Branch within the JISR Centre is responsible for the full lifecycle support of the Core Geographic Information System (CoreGIS) Application Service that provides both ACO customers as well as NATO Nations with a suite of data, services and products that ensure all phases of military operations are conducted on the same spatial reference. The CoreGIS Application Service is commercial-off-the-shelf (COTS) software based and uses the Esri ArcGIS software product suite in a NATO-specific configuration for geospatial data production.

The mission of the geospatial data production environment is to timely provide relevant and trusted geospatial information to all of NATO's geospatial elements and C4ISR systems (Command, Control, Communications, Computers, Intelligence, Surveillance, and Reconnaissance).

**Job role description:**

The IT Engineer (GIS) will provide Subject Matter Expertise (SME) advice and support the Joint Intelligence Surveillance Reconnaissance Centre (JISRC) / Geospatial, Meteorological and Oceanographic (GeoMetOc) Services Branch in the areas of management and administration of a geospatial data production environment.

**Duties and Responsibilities:**

Under the direction of the JISR Centre Chief and the GeoMetOc Services Branch Head, the incumbent will perform duties such as the following:

Technical activities:

- Develop and maintain solid knowledge of state-of-the-art Geographic Information System (GIS) IT environments
- Provide Subject Matter Expertise (SME) for maintenance and improvement of the geospatial data production environment within the wider NATO framework to efficiently support its mission

Related duties include:

- Support the design of the hybrid (public cloud and on premise) geospatial data production environment from concept development, prototyping and testing to implementation and management of the solution
- Assist in the physical setup of IT systems and implement connected virtual GIS workplaces
- Establish and maintain required network connectivity and collect, compile and maintain all relevant information
- Identify storage solutions tailored to the requirements of GIS technology
- Assess security requirements and implement solutions to adapt the security posture of the environment according to relevant NATO regulations
- Perform daily Operation and Maintenance (O&M) activities on the IT platform, including performance monitoring, hardware and software maintenance, management and update, cost analysis/monitoring and user access management
- Investigate cause and resolve incidences with priority to facilitate work of geospatial technicians
- Identify solutions of data provisioning for various scenarios and data types
- Support the JISRC/GeoMetOc training section coordinator in the development of customised GIS environments for bespoke NATO GIS training scenarios
- Create and execute test cases for performance benchmarking, considering all involved components from IT infrastructure and network to software and data type. Document and analyse the results.
- Develop scripts for automation of software installation, updates and system configuration
- Investigate innovative changes and suggest improvements to support productivity
- Create and maintain relevant documentation of all components
- Assist in procurement of any component supporting the solution
- Support project managers on a technical and administrative level
- Perform other duties as required

Team management:

Under the direction of the JISR Centre Chief and the GeoMetOc Services Branch Head, but largely on his/her own initiative, the incumbent will:

- Provide management and technical guidance to the personnel working on the geospatial data production environment
- Support the development and tutoring of G14 staff and below as an integral part of career development
- Integrate into an existing multinational team of GIS experts
- Independently and efficiently manage and adjust workload and task list, including priority
- Communicate efficiently
- Deputize for higher grade staff, as required

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

A minimum requirement of a Bachelor's degree at a nationally recognised/certified University in Computer Science or 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:**

- At least 3 years professional experience in management, administration and configuration of physical and virtual IT equipment and assets, with all relevant aspects of networking, storage, computing as well as hardware and software maintenance in a multi-user environment
- Familiarity with state-of-the-art IT infrastructure technology related to file processing and experience in researching future trends
- In-depth technical knowledge in configuring a cutting-edge IT data environment supporting complex processes efficiently with a solid understanding of computing concepts and aspects affecting performance of file interaction and transfer
- Expert-level experience in Microsoft (MS) Windows based system management with at least basic understanding of Linux/Unix based systems
- At least 2 years professional experience in supporting architecture design of a complex IT solution, ideally in a geospatial data context
- Solid understanding of relevant network components and configuration in a wider enterprise network
- At least 3 years professional experience in technical staff supervision in a field relevant to this position
- Understanding of development and implementation of IT system performance control and assurance measures
- Experience in configuration and assembling of individual hardware components
- Solid understanding of virtualized IT platforms with at least one year of practical system management experience, preferably in MS Azure
- Thorough understanding of security requirements and solutions in a modern sensitive IT environment
- Proven experience in professional software installation, updating and maintenance
- Demonstrated experience in related root-cause analysis and problem-solving
- Familiarity with data storage solutions and concepts
- Experience in the creation, execution, modification and enhancement of relevant scripts
- Experience in assisting the procurement of hardware and software components
- Familiarity with IT environment documentation tools and methods
- Experience in the development and maintenance of standard operating procedures
- Proven ability to integrate and work in a multinational team of non-IT experts
- Demonstrated experience in managing tasks and workload effectively and communicate efficiently
- Experience in supporting technical and financial aspects of project management in a related field
- Solid knowledge of MS Office suite tools
- Excellent spoken and written English communication and presentation skills.

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

- Experience in programming, preferably python and batch scripting
- Familiarity with geospatial data, processes, concepts and systems (GIS) with a focus on desktop components, ideally within the ArcGIS software suite, a main component of NATO's Enterprise GIS
- Professional experience with direct customer or user contact, preferably in an IT support environment
- Experience in the setup and delivery of ad-hoc IT systems, e.g. for temporary GIS training programs
- Prior experience of working in an international environment comprising both military and civilian elements
- Familiarity with NATO's geospatial policy, standards and procedures
- Familiarity with NATO's Cyber Security requirements and policies
- Knowledge of NATO's organization and individual responsibilities, including Agencies, Allied Command Operations (ACO) and Allied Command Transformation (ACT)

### Behavioral 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.
- *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.