JOB DESCRIPTION

Post Details:

Post Title:	**Senior Technician (Digital Infrastructure)**	Organisational Element:	CSU Norfolk
Military/Civilian:	Civilian	Location:	Norfolk, Virginia, USA

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 Directorate of CIS Support Units (DCSU) is responsible to manage, deliver and maintain assigned Communications and Information System (CIS) products and services for the Agency's customers including NATO Headquarters (NHQ), the NATO Command Structure (NCS), NATO Force Structure (NFS), Nations and internal Agency users. DCSU provides liaison, planning and coordinating functions for Alliance Missions, Operations and Exercises. Services are delivered in coordination with the Enterprise Service Operations Centre (ESOC) and Agency Business Areas/Service Centres under the Enterprise Service Delivery Model (ESDM).

NCI Agency CSU Norfolk enables end-to-end CIS services, installing, operating, maintaining and supporting the full range of CIS capabilities during peacetime, crisis and war throughout its allocated AOR.

The Service Operations Branch (SOB) is responsible for providing local support to the provision of CIS services in transition, operation and maintenance of all assigned Core and, where tasked, Joint Intelligence Surveillance and Reconnaissance Services, Service Support and Business Applications and CIS systems direct support of local and remote customers in accordance with SLAs and other agreements. Under coordination of the NCI Agency's Enterprise Service Operations Centre (ESOC), SOB directs, coordinates, supervises and executes all local Service Operation activities required in support of all Business Areas. SOB provides local Level 1 and 2 support, directly or as directed by the Enterprise Services Operations Centre and/or in coordination with the appropriate Business Areas. SOB contributes to Continual Service and Process Improvement and reports Key Performance Indicators to appropriate Business Areas. SOB is locally responsible for the installation, operation, maintenance and administration of assigned IT, Network, Cable, VTC, Voice and Video equipment, as well as all operating system, core and specific application software. SOB ensures physical Security is monitored and maintained, and Cyber Security activities are performed as delegated by Cyber Security BA. It coordinates the real life support with the local hosting HQ. SOB contributes to Problem Management, Access Management, Event Management, Request Fulfilment, Release and Deployment, Test and Validation, Configuration Management and Change Management in

support of appropriate Business Areas and in coordination with Service Management Branch. SOB is responsible for the provision of limited support to corporate customers within the CSU AOR. SOB is responsible for the development and continual improvement of Configuration, Problem, Change and Release Management processes and procedures.

Job role description:

A Senior Technician (Digital Infrastructure) is responsible for installing, configuring, and maintaining computer systems and networks. They ensure that digital infrastructure is functioning properly and troubleshoot any issues that arise. They may also be responsible for managing security protocols and implementing upgrades to hardware and software to secure digital infrastructure.

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

- Defines the software modules needed for an integration build and produces a build definition for each generation of the software.
- Accepts completed software modules, ensuring that they meet defined criteria.
- Produces software builds from software source code for loading onto target hardware.
- Configures the hardware and software environment as required by the system being integrated.
- Produces integration test specifications, conducts tests and records and reports on outcomes.
- Diagnoses faults and records and reports on the results of tests.
- Produces system integration reports.

IT infrastructure

- Provisions/installs, configures and maintains infrastructure services and components.
- Monitors, measures and reports on infrastructure load, performance and security events.
- Identifies operational issues and contributes to their resolution.
- Carries out agreed operational procedures, including backup/restore, using supplied infrastructure tools and scripts.
- Carries out agreed system software maintenance tasks.
- Automates routine system administration tasks to specifications using standard tools and basic scripting.

Storage management

- Performs regular high-performance, scalable backups and restores on a schedule and tracks offsite storage.

- Implements documented configurations for allocation of storage, installation and maintenance of secure storage systems using the agreed operational procedures.
- Identifies operational problems and contributes to their resolution.
- Uses standard management and reporting tools to collect and report on storage utilisation, performance and backup statistics.

Additional duties for this post:

- Provide assistance with fault resolution and document actions in accordance with Incident Management procedures;
- Develop and maintain Standard Operating Procedures for routine system administration duties;
- Provide status updates for assigned requests using ITSM Service Desk Software;
- Follows-up with users on completed requests prior to closing;
- Provide collaboration and assistance to other work sections within Service Operations Branch in support of mission requirements;
- Can support physical task requirements with the ability to lift up to 25 lbs;
- Deputise for higher grade staff as required;
- Performs other duties as required.

Education, Experience and Training (essential):

Education:

Higher vocational training in a relevant discipline with 2 years post-related experience. Or a secondary educational qualification with 4 years post-related experience.

Experience:

At least 2 years' experience in the implementing, and managing the underlying technology, software and hardware components that ensure the smooth functioning of servers, storage systems, data centers, and cloud services.

- System Administration on a large computer network;
- Windows & Linux Operating Systems;
- Active Directory & Group Policy Management;
- Virtualization of servers and desktops;
- Storage Area Networks (SANs);
- Data Backup systems;
- Use of scripting to automate tasks;
- Large scale system management tools, such as MCM (Microsoft Configuration Manager);
- ITIL Problem Management.

Training/Certifications:

The incumbent should possess one or more of the following training/certifications:

- ITL Foundation.
- VMware vSphere.
- Microsoft Windows Operating Systems.
- Linux Operating Systems.

Education, Experience and Training (desirable):

Education:

- University Bachelor's degree in a CIS related subject.

Experience:

- Active certifications covering CIS related topics from recognized & accredited organizations.
- Practical experience in the area of cybersecurity.
- Comprehensive knowledge of the principles of computer and communications security, networking, and the vulnerabilities of modern operating systems and applications.
- ITIL certification and experience in applying ITIL Change Management and/or Service Asset and Configuration Management processes.
- Prior experience of working in an international environment comprising both military and civilian elements.

Training/Certifications:

- NetApp SAN Storage.
- Microsoft Configuration Manager.
- Veeam Backup and Replication.

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.
- *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

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.