



JOB DESCRIPTION

Post Details:

Post Title:	Digital Collaboration Senior Engineer	Organisational Element:	NDWC
		Job Family:	Digital Backbone Engineering
Rank/Grade:	G17		
Military/Civilian:	Civilian	Location:	Braine L'Alleud

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 Braine L'Alleud, Mons, Brussels (Belgium), The Hague (Netherlands) and Oeiras (Portugal).

Within the NDW Centre, the Content Platforms (CP) group provides secure content and document management tools enabling collaboration and information management solutions that support content creation, storage, and sharing internally to NATO and with Partner Nations, Industry, and Academia. The group provides customized products supporting: document and records management, automated dashboards and workflows, tracking of tasks and projects, online collaboration integrated with existing enterprise systems or used standalone. The CP group delivers services supporting the products in accordance to service level agreements, aligned with NATO Digital Workplace strategy, offering robust tools to meet diverse collaboration and information management needs while adhering to security regulations.

The Information and Knowledge Management Tools (IKMT) Section is accountable for all IKM Tools throughout their entire Service lifecycle, in order to fulfil the agreements established with the customers (SLAs/OLAs), regardless of where the technology components, processes or professional capabilities reside.

Job role description:

A Digital Collaboration Senior 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 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. They work with cross-functional teams to identify business requirements and recommend appropriate technology solutions. They also provide guidance and technical support and troubleshooting for digital collaboration tools and platforms.

Duties and Responsibilities:

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.

Application support

- Maintains application support processes, and checks that all requests for support are dealt with according to agreed procedures.
- Uses application management software and tools to investigate issues, collect performance statistics and create reports.

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:

Under the direction of the Group Head/Service Area Owner (SAO) of Content Platforms , the incumbent will perform duties such as the following:

- As the Information and Knowledge Management Tools (IKMT) Section Head, act as line manager and supervise the activities of the section's staff.
- Hire, train and retain the staff of the section.
- Draft job descriptions and supporting the recruitment and selection of staff
- Ensure that the section is resourced at its maximum, making usage of Interim Work Force Capacity for empty positions.
- Create performance based contracts to outsource the work that cannot be fulfilled by the means of the available staff.
- Engage in project delivery to ensure that the Section delivers on their commitments to the Project Managers and Technical Leads.
- Manage the allocation of staff to Projects/Services based on business forecasts and on the team workload, recommending hiring when required.
- Mentor and support the staff in the performance of their duties.
- Monitor and review individual staff performance and recommending training requirements and skills improvements.
- Develop technical part of the contracts for the external contractors augmenting the team.
- Coordinate and monitor the activities performed by the section's staff.
- Participate to Problem Management, in order to identify and remove the root-causes of Incidents.
- Support the Projects Technical Lead and Service Delivery Managers in the transition of "Service changes" into Service operation.
- Drive the Continual Service Improvement Initiatives (CSII) of his/her Section activities and contributes to the CSII of the NDWC Services.
- Support the group head in his/her products owner role in:
 - Developing and maintaining the products strategy roadmap and their associated definition in the Agency service catalogue.
 - Driving the development and maintenance of the products following industry best practices, NATO and agency standards, direction and guidance.
 - Engaging with the products stakeholders to share information and acquire feedback on products status and plans.
- Support the service delivery managers in:
 - the execution of service requests, incident resolutions and other activities related to the services provision.
 - the definition and maintenance of the cost models for the services.

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:

At least 3 years' experience in devising, designing, implementing and deploying collaboration software (such as Information and knowledge management applications, and document sharing platforms).

Experience in leading teams.

Excellent knowledge and experience of policies, methodologies, processes, tools and technologies for content-focused collaboration, business process automation and web content management.

Excellent knowledge and experience in Cloud technologies (Microsoft Azure/Amazon Web Services/Google Cloud Platform) and Microsoft 365 applications (in particular SharePoint).

Excellent knowledge and experience in of development, administration and troubleshooting of Microsoft SharePoint Server (2019/Online) for large organizations both on premises and in the cloud;

Significant knowledge and experience of Agile and DevOps methodologies and in particular of at least one Agile delivery framework (e.g. Scrum, Kanban).

Practical experience and knowledge of SharePoint replication systems (e.g. iOra).

Knowledge of M365/SharePoint eco-system third party tools.

Proven ability to communicate effectively orally and in writing with good briefing skills.

Training/Certifications:

Not specified.

Education, Experience and Training (desirable):

Education:

Not specified.

Experience:

Knowledge and experience in Business Analysis (i.e. requirements elicitation, analysis and specification) of Information and Knowledge Management systems for large organisations.

Basic knowledge of the Human-Centric Design approach to systems development.

Basic knowledge of at least one development language (.NET, C#, PowerShell, HTML, CSS, JavaScript, JQuery).

Prior experience of working in an international environment comprising both military and civilian elements.

Familiarity with security concepts and trends (e.g. Zero-trust architectures, infrastructure and configuration as code, identity access management, access control policies, DevSecOps).

Familiarity with information and knowledge management concepts and solutions (e.g. CMS, DMS).

Significant knowledge and experience in Requirements elicitation, analysis and specification, methodologies and environments (e.g. Azure DevOps).

Significant experience in designing of Microsoft Windows-based information system architectures and implementations (e.g. Active Directory, ADFS, DNS, Group Policy Objects, Databases, Clusters, Availability groups).

Experience in the support of price proposals, statements of work, service level agreements creation.

Knowledge of NATO responsibilities and organization, including Allied Command Operations (ACO) and Allied Command Transformation (ACT).

Training/Certifications:

Microsoft SharePoint certification;

ITIL V3 or V4 foundation certification;

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.