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Duty Location: **Brussels, BE**

## **JOB DESCRIPTION**

### **Chief Information Officer**

#### **NCIA Chief Information Office**

Grade: **G23**

To strengthen the Alliance through connecting its forces, the NCIA 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.

The Chief Information Office (CIO) manages internal information management systems, infrastructure and processes to support business goals, focusing on efficiency, security and operational excellence.

The CIO coordinates the vision, strategy and business models supporting the digital enterprise and business operating models required to support the ambition.

The CIO is responsible for coordinating and implementing the Agency's cyber security policy and the coherent implementation of cyber security tasks, including asset/configuration/access management, vulnerability assessments and threat risk management within the Agency.

The CIO works with NATO HQ stakeholders to align with Cyber posture policies. As a direct report of the NCIA General Manager, the CIO is a member of the Agency Executive Management Team.

The CIO is supported by Agency CIO Office (CIOO).

As a member of the executive team of the Agency, the incumbent is responsible for planning, aligning with Agency strategic goals and contribute to achieving the ambitions of the NCIA Strategic Plan.

#### **Duties:**

Under the direction of the General Manager, the incumbent will perform duties such as the following:

#### **Leadership**

- Provide high level leadership and strategic direction to ensure the efficient and high quality delivery of projects and services.
- Lead by example, providing the management team and staff with clear and actionable direction, in support of NCIA strategic and operational initiatives.
- Play a key role representing the NCIA, as required, in Agency Governance Bodies, committees, meetings and conferences to promote NATO's interests and strategic goals.
- Build, maintain and strengthen relations with internal and external stakeholders to mobilise resources and commitments in support of relevant NCIA strategic priorities.

#### **Management and Coordination**

- Lead, motivate and contribute to the professional development and performance management of staff to ensure delivery of high-quality work within set deadlines, efficient working methods and a constructive working atmosphere.

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- Ensure optimal utilization of available resources to meet the commitments of the Agency in the conduct of its work.
- Build and lead a cohesive, multicultural and multidisciplinary team, promoting excellence, the highest professional standards and be responsible for contributing to create a work environment where managers support staff in developing their full potential.
- Establish and maintain high-level working relationships with leadership across the NCIA and the NATO Enterprise to efficiently deliver and cooperate on corporate initiatives.

### **Subject matter expertise**

The Chief Information Officer (CIO), largely on own initiative, performs the following duties:

- Act as the SME for internal IT strategy and architecture, ensuring technology initiatives align with organizational goals and long-term business plans.
- Provide expert leadership in information management, including data governance, system integration, data quality, and lifecycle management.
- Serve as the SME for internal IT infrastructure and platforms, overseeing implementation of cloud for the Agency, on-premises, and hybrid environments to ensure scalability, resilience, and cost efficiency.
- Function as the SME for internal IT operations and service management, ensuring high availability, performance, and continuous improvement of technology services.
- Oversee Agency applications and business systems, guiding selection, implementation, optimization, and lifecycle management.
- Act as the SME for the application of Agencies technology standards, policies, and compliance, ensuring adherence to regulatory, audit, and security requirements.
- Drive process optimization and digital enablement, leveraging technology to improve operational efficiency, automation, and user experience.
- Advise executive leadership on implementing emerging technologies, risks, and opportunities, translating technical concepts into business impact.
- Lead and advise on cybersecurity, risk management, and information protection, establishing policies and controls to safeguard systems and data.
- Business Change Management: Develops, implements, improves and automates value streams and provides oversight to ensure synchronization of lower-level business processes developed in other elements of the Agency.
- Provide expert guidance on vendor and technology portfolio management, including evaluation, selection, contract negotiation, and performance oversight.
- Information, Knowledge Management and Data Governance: Puts in place directives, policies and tools to ensure that all Agency Data, Information and Knowledge assets are properly managed and are at all times available to support NATO's mission.
- Registry: Providing registry services, as the main receiving, controlling, distribution and dispatching authority for the management of information of any classification.
- Deputize for higher grade staff, if required.
- Performs other duties as may be required.

### **Experience and Education:**

- A Master's degree at a nationally recognised/certified University in Business Management or a relevant related discipline and 15 years post-related experience. Alternatively a Bachelor's degree with 20 years post related experience;
- Extensive experience (at least 15 years), at the executive management level, involving leading and managing change in a dynamic technical organisation. Such experience should encompass:

- Proven experience running large (hundred million euro) scale programs.
- Proven experience running contemporary CIS cloud based workloads.
- Development and implementation of business strategy.
- IT/Digital strategy development and its implementation.
- All Lifecycle aspects of Information Systems.
- Resource management, including the planning for and allocation of resources in organizations;
- Business change management experience in large geographically dispersed organisations;
- State-of-the-art project and programme management processes, procedures and tools, including risk management, benefits realisation, stakeholder management.
- Knowledge and experience in state-of-the-art technologies, relevant to the work of the Agency; and
- Proven ability to effectively communicate orally and in writing, with exceptional briefing skills.
- Proven experience in innovation and transformation processes;
- Proven experience working as an integral member of an executive level management team charged with developing and implementing policies and plans, programmes and projects;
- Proven experience conducting relations at senior level and within a political decision-making environment;
- Proven experience in managing large, diverse and multidisciplinary teams.

**Desirable Experience and Education:**

- Knowledge and experience involving the development, management, acquisition and/ or implementation of major communications, computer, command and control, or intelligence (C4I) systems and/ or programmes;
- Prior experience of working in an international environment comprising both military and civilian elements;
- Knowledge of NATO responsibilities and organization, including Allied Command Operations (ACO) and Allied Command Transformation (ACT).

**Language Proficiency:**

- 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 NCIA is conducted in the English language.

**Key Competencies and Personal Attributes:**

**Leading and Managing:** Provides others with a clear direction; motivates and empowers others; recruits and develops staff of the highest calibre; provides staff with development opportunities and coaching; sets appropriate standards of behaviour.

**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.

**Entrepreneurial Thinking:** Keeps up to date with best practice and industry trends; identifies business opportunities for the organization; maintains awareness of developments both internally and externally; demonstrates financial awareness; controls costs and thinks in terms of gains, losses and added value.

**Adhering to principles & values:** Upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities, builds diverse teams; encourages organizational and individual responsibility towards the community and the environment.

**Relating & 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.

**Adapting & responding to change:** Adapts to changing circumstances; thrives in conditions of ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.

**Formulating strategies & concepts:** Works strategically to realise organizational goals; sets and develops strategies; identifies, develops positive and compelling visions of the organization's future; takes account of a wide range of issues across, and related to, the organization.

**Travel:**

- Travel to NATO and national (NATO and non-NATO) facilities as well as frequent travel between the NCIA offices;
- May be required to undertake duty travel to operational theatres inside and outside NATO boundaries.

**Supervisory/Guidance Duties:**

- Provide leadership, oversight and direction to the staff of the Agency CIO Office in accordance with the organization's policies and procedures;
- Coach, mentor, and develop staff, and empower them to take responsibility for decisions and tasks to accomplish the CIO goals and objectives.

**Working Environment:** Typical office environment.