

Duty Location: **Mons, BEL**

JOB DESCRIPTION
Principal Technician (Skype)

NATO Digital Workplace – Unified Communication and Collaboration Services
Grade: G12

This is a position within the NATO Communications and Information Agency (NCIA), an organization of the North Atlantic Treaty Organization (NATO).

The NCIA has been established with a view to meeting to the best advantage the collective requirements of some or all NATO nations in the fields of capability delivery and service provision related to Consultation, Command & Control as well as Communications, Information and Cyber Defence functions, thereby also facilitating the integration of Intelligence, Surveillance, Reconnaissance, Target Acquisition functions and their associated information exchange.

The incumbent of this post responsibility will be located in the NATO Digital Workplace (NDW) entity of the NCI Agency. The mission of the NDW is to enable NATO staff with the services, tools and approaches to work to get their job done by digitally connecting, communicating and collaborating with others.

Within the NDW, Unified Communication and Collaboration Service Area the incumbent is responsible for the maintenance, support and technical integrity of the Collaboration Service related software.

Duties:

Under the direction of E-Mail/IM Service Delivery Manager the incumbent will perform duties such as the following:

- Provides expertise in the Collaboration tools primarily based on Microsoft Skype for Business and/or Teams lifecycle – deployment, maintenance and decommission of the systems;
- Day-to-day administration and monitoring of NATO's centralized Skype for Business and/or Teams environment;
- Day-to-day administration and monitoring of NATO's centralized e-mail environment;
- 2nd and 3rd level support of the assigned systems: troubleshooting, evaluating and responding to incidents and service requests supporting system administrators NATO-wide with an ability to set priorities without requiring direction;
- Creates and maintains technical documentation of assigned systems;
- Ensures Configuration Control data is reported properly and in a timely manner;
- Participation in Problem Management representing collaboration area. Participation in Health and Risk Assessment;
- Providing input to support Service Design and Service Transition related activities;
- Stays abreast of technological developments relevant to the area of work;
- Deputize for higher grade staff, if required;
- Perform other duties as may be required.

Experience and Education:

- Higher vocational training in a relevant field (leading to a formal technical or professional certification, complemented with training in network or IT system management, infrastructure monitoring or equivalent through extensive professional experience) with 3 years post-related experience;
- Or a secondary educational qualification with 5 years post-related experience;
- At least 3 years of recent experience in the technical management and day-by-day support of a large Skype for Business infrastructure or Microsoft Teams services in large environment;
- Excellent troubleshooting skills;

- Detailed knowledge and proven working experience of Microsoft Windows Server Systems (2016/2019) in multi-forest environment;
- Working knowledge of directory services such as Active Directory, and DNS;
- Sound knowledge of TCP/IP based networks and related protocols;
- Working knowledge of enterprise level email systems based on Microsoft Exchange infrastructure;
- Practical experience of Windows scripting and the Skype for Business Management Shell;
- Good understanding of LAN security, Internet security and protection mechanisms;
- Experience in Incident and Problem Management.

Desirable Experience and Education:

- Microsoft certification in Microsoft Skype for Business or M365 services;
- Experience in management of non-Microsoft Unified Collaboration products;
- Sound knowledge of network troubleshooting techniques, including packet inspection;
- ITIL Foundation certificate;
- Prior experience of working in an international environment comprising both military and civilian elements;
- Knowledge of NATO responsibilities and organization, including ACO and 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 NCI Agency is conducted in the English language.

Competencies or Personal Attributes:

- 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.
- Applying Expertise and Technology - Applies specialist and detailed technical expertise; uses technology to achieve work objectives; develops job knowledge and expertise (theoretical and practical) through continual professional development; demonstrates an understanding of different organisational departments and functions.
- 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.