

26575 - JISR Svcs Sppt Centre Chief Technician

Location: Brunssum, the Netherlands.

Period: 641 (start on 19 Oct. 2026)

Deadline: 16 Sep. 2026

Duties/Roles:

- Install, maintain, monitor and support the SIGINT COINS components, including support of Operations, Missions and NATO exercises;
- Provide timely response and resolution to all support tickets (incidents, service requests, changes, internal activities) following the internal processes;
- Escalate issues to Level3 support team as appropriate, support in the troubleshooting and debugging of found issues (for instance document and escalate trouble tickets);
- Offer Subject Matter Expertise for the JSSC applications to the user community and to COIs (supporting the Requests For Information);
- Apply patches and install software updates, coordinate outages (according to agreed Approved Service Interruptions, Security Audit Findings, regular software updates);
- Participate in SIGINT Change Advisory Board (CAB) as needed to support new software releases in the validation and verification process (support to Change Requests);
- Participates in on-call support. He/she also adheres to flexible 8 hrs/5 days a week shifts, which may be scheduled on-demand based on operational needs. This scheduling flexibility ensures that the duty activities can start earlier or later in a day, providing consistent and adaptable support in alignment with the organization's requirements.

Skills, Knowledge, Experience Required:

Mandatory:

- The candidate must have a currently active NATO COSMIC TOP SECRET security clearance. In addition, the incumbent must be nationally indoctrinated for COMINT before the onboarding can start (pre-condition)
- Must have experience within the profile of computer science or information technology
- Ability to analyse unusual maintenance complex problems
- Advanced theoretical and practical knowledge of the following related topics: 2-Tier Leaf-and-Spine Data Center Architecture;

- Hyper converged infrastructure and virtualization technologies;
- Cloud services to include Platform as a Service (PaaS), Software as a Service (SaaS), Infrastructure as a Service (IaaS) solutions;
- TCP/IP addressing and subnetting covering both Local and Wide Area Networking; Link encryption devices for IP-based computer networks;
- Data at rest encryption solutions for classified and sensitive data protection;
- Switching and Routing protocols and techniques including Voice over IP technology and Open Network Install Environment (ONIE) for bare metal network switches;
- Information Assurance techniques including firewalls, antivirus protection, data loss prevention, intrusion detection prevention systems solutions;
- Sound experience of administering Microsoft Servers including Active Directory, Distributed File System, Windows deployment techniques, System Center Configuration Manager (SCCM), administration automation with PowerShell scripting, Exchange Mail Server;
- Deployment of NATO Functional Area Services including Geospatial services;
- Microsoft SQL Server Administration knowledge (installation, configuration, maintenance, backup policies);
- Knowledge of networking, infrastructure, and security services, including DNS, DHCP, WSUS, GPOs, networking fundamentals, load balancing, PKI/certificates, and authentication concepts such as ADFS;
- Hardware and software configuration of Server hosting platforms, custom disk configurations with specific storage controllers, RAID configuration, redundancy and safety approach in all levels of designing in implementing of the solutions;
- Must have excellent spoken and written English communication and presentation skills, as demonstrated by recent experience (within the past 5 years);
- Must have proficiency in the office Suite, Reporting tools;
- Must have excellent understanding and experience of network communication protocols TCP/IP, OSI layers, Firewalls and Security principles;
- Must demonstrate the ability and self-motivation to work on his/her own but must also work well within groups as part of a team;
- Must demonstrate an ability and keen sense for problem-solving;
- Motivated, good communication skills, team player;
- Able to work independently with minimal supervision.
- Knowledge of NATO responsibilities and organization.

Desirable:

- Relevant certification in IT Service Management such as ITIL 4 Foundation, ITIL 4 Specialist (i.e. Create, Deliver and Support or/and Drive Stakeholder Value);
- CCNA or CCNP certification;
- Microsoft certification;
- Trellix practical skills and experience;
- Have a detailed understanding of cybersecurity issues within NATO or a national environment, including the Security and Defence Policies rationales;
- Demonstrate an analytical and systematic approach to problem solving;
- Good understanding of networking, network analysis and measurement techniques;
- Background in CIS support and/or maintenance with a good understanding of CIS systems;
- Valid national driving license for car and light vehicles, equivalent to European type B;
- Previous knowledge of NATO FASs constitutes and advantage, NATO software lifecycle support, knowledge of NATO policies and process.

Required Level of Security Clearance:

COSMIC TOP SECRET.