

26582 - COMS Senior Engineer

Location: Mons, Belgium.

Period: 395 (start on 21 Oct. 2026)

Deadline: 15 Sep. 2026

Duties/Roles:

- Deploy, install, and configure Atlassian Jira Software Datacenter, Confluence Datacenter and any other Atlassian products or plugins supporting these capabilities according to best practices and following NATO security policy and directives;
- Implement necessary plugins, add-ons, and integrations to enhance functionality and meet business requirements;
- Oversee confidentiality and integrity of data;
- Perform routine, pro-active maintenance and system administration tasks including user management, access control, and permissions configuration, using NCSC processes and NCSC IT Service Management Tool;
- Raise, closely track, push for and implement the change requests when required (new product release, new security patch, new user feature requests ready for production,...);
- Interface with Atlassian support portal for entering, tracking and bug reports and feature requests;
- Monitor system performance, troubleshoot issues, and optimize configurations to ensure security, reliability, efficiency and resiliency;
- With the assistance of the backup team, conduct regular backups, implement, test and report on disaster recovery procedures to safeguard critical data;
- Implement security measures and protocols to protect sensitive data and ensure compliance with NATO security policy and directives;
- Champion the overall security of the ecosystem, notably by promptly applying security patches, upgrades, auditing mechanism to ensure the need-to-know principles are followed etc;
- Provide technical support and troubleshooting assistance to users, resolving issues promptly to minimize disruptions;
- Collaborate with customers to best match their needs using available platform;
- Participate in data migration from/to external systems;
- Develop and maintain documentation, and resources to educate users on best practices, tips, and tricks for utilizing Atlassian tools effectively;

- Collaborate with other teams and stakeholders to integrate Atlassian tools with existing systems and workflows, notably with Microsoft suite of products, including Sharepoint;
- Customize workflows, forms, and dashboards to align with specific project requirements and team preferences;
- Stay informed about the latest features, updates, and trends in Atlassian products and related technologies;
- Evaluate and recommend new tools, plugins, or configurations to enhance productivity, collaboration, and innovation within the organization;
- Performs other duties as may be required.

Skills, Knowledge, Experience Required:

Mandatory:

- The candidate must have a currently active NATO COSMIC TOP SECRET security clearance
- 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 NCIA, that is, at least 10 years extensive and progressive expertise in duties related to those in this Statement of Work;
- At least 5 years practical experience in Atlassian Jira Datacenter and/or Confluence Datacenter as an administrator;
- At least 5 years practical experience in System Administration in Linux environments;
- At least 5 years practical experience in scripting languages (e.g., Bash, Python) for automation and customization tasks;
- Excellent knowledge of Java, Groovy and Scriptrunner;
- Strong understanding of networking, security principles, and best practices;
- Experience in system migrations from and/or to Atlassian stack;
- Experience in interfacing with IT Service Management;
- Taking ownership of tasks and wish to accomplish them to the end;
- Excellent Information Management skills;
- Very good communication and analytical skills with the ability to convey technical information clearly and concisely;
- Strong problem-solving skills and the ability to work independently as well as part of a team;

- Language proficiency in English: meet or exceed the NATO STANAG 6001 Level 3 "Professional Proficiency".

Desirable:

- Certification on Atlassian Products;
- Experience in working for or supporting a military or governmental organization;
- Software development background;
- Experience in using Ansible.

Specific Working Conditions:

The contractor may be permitted to perform work remotely, from a different NATO nation than the duty location, for up to a maximum of twenty percent (20%) of their total working time, subject to prior approval by their NCIA designated Resource Manager.

- If working from a remote location, the contractor shall provide IT equipment for the processing of public and unclassified information in support of their duties, including the capability to participate in video meetings using Microsoft based collaboration tools.

Required Level of Security Clearance:

COSMIC TOP SECRET.