26724 - RDS Engineer

Location: Mons, Belgium.

Period: 380 (start on 30 Nov. 2026)

Deadline: 02 Nov. 2026

Duties/Roles:

- Provide professional and technical contributions to the design, development and execution of DCIS engineering projects;

- Under the guidance and coordination with the service owners will maintain the Core Enterprise Services that include: Active Directory, Domain Trusts, Exchange Servers, Webhosting, Web Authentication, DNS Management, Group Policy Management, and software update services;

- The contractor principal duty will be to design, deploy, configure, maintain, and troubleshoot Remote Desktop Services (RDS) environments across Windows Server platforms;

- Administer and support Remote Desktop Session Host (RDSH), Remote Desktop Gateway (RD Gateway), Remote Desktop Web Access (RD Web), and Remote Desktop Licensing services;

- Manage and troubleshoot RDS farms, session collections, user sessions, and RemoteApp applications;

- Configure and maintain Group Policy Objects (GPOs) to control RDS security, user environments, application access, and session policies;

- Monitor RDS infrastructure performance, capacity, availability, and user experience, identifying and resolving potential issues before they impact users;

- Troubleshoot connectivity, authentication, profile, application, printing, and performance issues within remote desktop environments;

- Configure and support FSLogix profile containers and user profile management to provide consistent and reliable user experiences;

- Manage Windows Server patching, updates, certificates, and security configurations across RDS infrastructure;

- Perform capacity planning and infrastructure optimisation to support increasing numbers of concurrent users and applications;

- Automate routine administration and troubleshooting tasks using PowerShell and other scripting technologies;

- Investigate system alerts, logs, and performance metrics to identify root causes and implement permanent resolutions;

- Work with infrastructure, networking, security, application, and service desk teams to resolve complex technical incidents;

- Maintain technical documentation, network diagrams, configuration records, operational procedures, and knowledge-based articles;

- Participate in change management, incident management, problem management, and infrastructure upgrade projects;

- Ensure RDS environments comply with organisational security standards, access policies, and industry best practices;

- The contractor will support the efforts of New CES Baseline Automated Deployment aiming at minimizing the time required of provisioning new Deployable Kits;

- The contractor shall support the documentation of the new Baseline Deployment Process and shall also support the preparation of the "As Built Guides" and or documentation for the DCIS to be delivered to the NATO CIS Group;

- The Contractor shall liaise with the Agency's Centralised Service Desk for incident, problem and change management;

- The contractor may also assist with the planning, coordination and implementation of other smaller infrastructure engineering projects or tasks as directed;

- The Contractor shall book hours spent on this task in electronic timesheets provided by the NCI Agency. The Contractor shall submit for validation a timesheet recording the number of hours spent each month to the Service Manager within three business days after the end of the calendar month. The Contractor shall submit the timesheet with the SM's validation signature as an attachment to the invoice for that month. All tasks undertaken will be based upon an agreement between the SM and the Contractor personnel.

- The contractor may need to travel in order to perform his duties;

- Deputize for higher grade staff;

- 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;

- Three or more years of proven experience in the management of Core Services of a large Enterprise;

- At least three-year experience in building, administrating, monitoring and troubleshooting large Windows RDS environments;

- Experience with RDS Monitoring and reporting tools like Syskit or RDPManager;

- Excellent knowledge of the entire Microsoft Operating system product line administration: Windows server 2016, 2019, 2025, Windows 10, 11, Exchange server 2013, 2016, 2019, Subscription Edition;

- Excellent knowledge in managing DNS Domains and DNS Resolution on Windows 2016, 2019, 2025;

- Excellent knowledge of implementing and administering large Active Directory (AD) environments;

- Good knowledge in VDI technology;

- Good knowledge of maintaining virtualize environments based on VMWare vSphere technology;

- Experience in troubleshooting client OS and client software problems;

- Experience in Deployable CIS, core services level 3 support;

- Knowledge of ITIL IT service management mode and applied knowledge of Service Transition;

- Prior experience in maintaining Microsoft Exchange, SharePoint Server, ADFS environments;

- Prior experience maintaining Veeam Backup & Replication environments or working with alternative backup solutions such as Rubrik.;

- Prior experience of working in a deployed exercise or operations environment;

- Formal ITIL Certification in Service Operation;

- COTS products (Microsoft MCSA/MCSE, VMWare VCP, Cisco CCDA, CCNA).

Required Level of Security Clearance:

COSMIC TOP SECRET.