

26750 - Enterprise Dir Service IRRT Principal Tech

Location: Braine-l'Alleud, Belgium.

Period: 350 (start on 17 Dec. 2026)

Deadline: 11 Nov. 2026

Duties/Roles:

- Monitor, operate and administer the DirX Product Family (I.e. DirX Directory, DirX Identity);
- Establish, administer and maintain DirX Directory Synchronization tool parameters and repository tool parameters;
- Develop and implement operating procedures following Purchaser's guidance;
- Respond to user inquiries and technical support (Level 2 and Level 3) requests via NCI Agency's ticketing systems (I.e. ITSM);
- Troubleshoot and diagnose software issues reported by users;
- Management, provisioning and implementation of any alternative or superseding software items should the original item be no longer available or no longer supported;
- Conduct regular maintenance tasks, such as performance monitoring and optimizations to ensure Continual Service Improvement;
- Offer on the job training and documentation to the Level 1 support team for software usage and best practices;
- Perform data backups and disaster recovery procedures as described in Administrator Manual;
- Collaborate with the stakeholders, both internal and external, as necessary, to coordinate efforts and ensure smooth execution of software support and development activities;
- Ensure compliance with software license agreements and security protocols;
- Provide support in connecting other future affiliates to NEDS (either Master Data Sources or Consumers of data) by performing the necessary configuration and customization of NEDS;
- Execute the processes of Incident Management, Change Management and Release Management, as required, following the NCI Agency procedures;
- Implement small increments or enhancements to the current NEDS application as requested by the NEDS Service Delivery Manager to address specific needs or improve functionality;

- Configure DirX to connect additional HR sources as Authoritative Data Source;
- Build additional connectors to facilitate the integration with other systems using standard DirX technologies.

Skills, Knowledge, Experience Required:

Mandatory:

- The candidate must have a currently active NATO COSMIC TOP SECRET security clearance;
- Proficiency in design, integration and implementation of directory systems (based on DirX COTS);
- Familiarity with ACP133, Lightweight Directory Access Protocol (LDAP), ITU-T X.500 standards;
- Requires demonstrable expertise in X.500/LDAP directory and directory synchronization products;
- At least 2 years' experience in Identity Management;
- Completion of DirX Identity 1, DirX Identity 2 and DirX Directory courses / certification demonstrating a comprehensive understanding of its functionalities and maintenance requirements;
- Proficiency in TCL (Tool Command Language) with a demonstrable level of experience in scripting and automation tasks, specifically in DirX;
- Familiarity with Active Directory for managing user accounts, permissions and access control within the organization's network environment;
- Proficiency in SQL for database management and querying;
- Experience with .NET or Java development for software customizations and enhancements;
- Familiarity with PowerShell scripting for automation and system administration tasks;
- Experience with Linux Red Hat operating system administration;
- Knowledge of PKI (Public Key Infrastructure) and experience with managing digital certificates
- Experience in providing technical support and maintenance for similar software systems based on DirX COTS;
- Experience in developing new functionality for similar software systems based on DirX COTS (I.e. Java and TCL);

- Must have excellent spoken and written English communication and presentation skills, as demonstrated by recent experience (within the past 5 years);
- Excellent communication skills to effectively interact with users, team members and stakeholders;
- 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.

Required Level of Security Clearance:

COSMIC TOP SECRET.