

C003529 Chief Technician (Virtual Infrastructure) (NS) BELGIUM - 1 May

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Company: Park Lane Recruitment

Location: Belgium

Category: computer-and-mathematical

Deadline Date: Wednesday 1 May 2024

Requirement: Chief Technician (Virtual Infrastructure)

Location: Braine L'Alleud, BELGIUM

Full Time On-Site: Yes

Time On-Site: 100%

Not to Exceed Rate: 85 EUR

Total Scope of the request: (hours): 700

Required Start Date: June 2024

Required Security Clearance: NATO SECRET

Duties and Role:

As the Chief Technician, you will play a pivotal role in supporting, contributing to, developing,

and managing Infrastructure as a Service (IaaS) and related systems. Your responsibilities span the entire lifecycle, including service operation, and project support and execution.

Here are the key aspects of the role:

Daily Operations and Maintenance:

Guarantee seamless operation and upkeep of NISC IaaS Services, regardless of whether they are hosted on-premises, in private clouds, or public clouds.

Perform system administration tasks for other IaaS-related assigned systems.

Troubleshooting and Issue Resolution:

Identify and troubleshoot issues promptly, assisting in their timely resolution

Change Management and Documentation

Follow change management processes diligently.

Update network topology diagrams and the Configuration

Management Database (CMDB) after installing new components or decommissioning old ones.

Strategic Support and Coordination:

Provide advice and support to the IaaS Service Area Owner (SAO) and Service Delivery Managers (SDMs) throughout the entire capability lifecycle.

Foster close and coordinated ties with IaaS management to ensure harmonized efforts and synchronized outcomes across all activities.

SLA Compliance and Process Development:

Monitor compliance with Service Level Agreements (SLAs).

Contribute to the development of processes, procedures (SOPs), and Standard Operating Instructions (SOIs) for IaaS services. Reporting and Communication:

Prepare reports, briefings, position papers, and presentations for senior management during project development and implementation phases.

Ad Hoc Responsibilities:

Undertake ad hoc tasks related to the NISC Business Area's responsibilities.

Availability and Flexibility:

Be prepared to work during scheduled maintenances, service- affecting activities, and contingency situations beyond regular business hours.

Be on-call after working hours on weekends if necessary.

Travel and Deployment:

Be ready to travel and work at various locations, including SHAPE/Mons, HQ Brussels, The Hague/Netherlands, or other datacenters in NCIA's responsibility as required.

Requirements Skill, Knowledge & Experience:

The candidate must have a currently active NATO SECRET security clearance

Higher vocational training in a relevant discipline with 4 years post-related experience. Or a secondary educational qualification with 6 years post-related experience;

Practical proficiency in both on-premises and cloud technologies (both public and private).

Familiarity with the operations and standards of Infrastructure as a Service (IaaS), including physical and virtual servers, VMware hypervisor, and storage devices.

Hands-on experience with virtualization using VMWare ESXi, blade and rack-mount servers, and Hyperconverged Infrastructure (vSAN).

Proficiency in managing software-defined storage systems.

Competence in working with Linux and Windows operating systems, including Active Directory (A.D.), hardening, and patching.

Practical experience in public and private cloud environments, covering IaaS, PaaS, SaaS, and cloud monitoring and optimization.

Familiarity with at least one of the following containerization solutions: OpenShift, Docker, Kubernetes, or Tanzu.

Exceptional ability to function effectively within a team, provide IT support, and resolve technical issues.

Willingness to stay updated on advancements in IaaS technologies.

Proficiency in documenting current designs and configurations.

Ability to create and maintain Standard Operating Procedures (SOPs) and training materials.

Outstanding verbal and written communication skills.

Willingness to respond to IaaS incidents even outside regular working hours.

Desirable Qualifications:

Industry certifications related to virtualization, Linux operating systems, cloud, and containerization technologies.

Previous work experience in a service provisioning organization.

Familiarity with the responsibilities and structure of the North Atlantic Treaty Organization (NATO).

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