

26219 - Senior Technician (Digital Infrastructure)

Location: Norfolk, United States of America.

Period: 836 (start on 31 May 2026).

Deadline: 21 Apr. 2026.

Duties/Roles:

- Accomplish system administrator duties for NU, NR and NS CIS systems in the CSU AOR;
- Accomplish server/client hardware and software troubleshooting actions;
- Maintain and update VMware Virtual Environment;
- Analyze and implement Microsoft Active Directory changes to meet user or operational requirements;
- Analyze and update Microsoft & Linux policies for system optimization and security;
- Implement and test new software versions and patches;
- Write PowerShell commands and scripts to automate system administration tasks;
- Provide assistance with fault resolution and document actions in accordance with Incident Management procedures;
- Develop and maintain Standard Operating Procedures for routine system administration duties;
- Maintain Physical Server Hardware in local Data Centre;
- Provide status updates for assigned requests using ITSM Service Desk Software;
- Follows-up with users on completed requests prior to closing;
- Provide collaboration and assistance to other work sections within Service Operations Branch in support of mission requirements;
- Can support physical task requirements with the ability to lift up to 25 lbs;
- Deputise for higher grade staff as required;
- Performs other duties as required.

Skills, Knowledge, Experience Required:

Mandatory:

- Higher vocational training in a relevant discipline with 2 years post-related experience. Or a secondary educational qualification with 4 years post-related experience;
 - A minimum of 2 years' practical, hands-on experience supporting core enterprise computing services: System Administration on a large computer network;
 - Windows & Linux Operating Systems;
 - Active Directory & Group Policy Management;
 - Virtualization of servers and desktops;
 - Storage Area Networks (SANs);
 - Data Backup systems;
 - Use of scripting to automate tasks;
 - Large scale system management tools, such as MCM (Microsoft Configuration Manager);
 - ITIL Problem Management;
 - University Bachelors degree in a CIS related subject;
 - Active certifications covering CIS related topics from recognized;
 - Accredited organizations;
 - Practical experience in the area of cybersecurity;
 - Comprehensive knowledge of the principles of computer and communications security, networking, and the vulnerabilities of modern operating systems and applications;
 - ITIL certification and experience in applying ITIL Change Management and/or Service Asset and Configuration Management processes;
- Prior experience of working in an international environment comprising both military and civilian elements;
- Knowledge of NATO responsibilities and organization, including ACO and ACT.

Required Level of Security Clearance:

NATO SECRET.