Statement of Work

Requirement Title:	NEDS IWC
Requirements Description: Duties Role:	* Performs troubleshooting, repair, refurbishment, and installation of systems and equipment. Performs factory or field-testing of systems, development of maintenance or repair procedures, and supports installation teams in specific areas of expertise. * Manage day-to-day operations and maintenance of the NATO Enterprise Directory Services (NEDS) infrastructure. * Monitors Directory Services and Directory synchronisation tools. * Establishes and administers Directory synchronisation tool parameters and repository tool parameters. * Administers systems operations and configuration. Maintains user accounts and profiles. Performs system backup and restoration procedures. Troubleshoots operational problems. * Co-ordinates system configuration and performance issues with Infrastructure and Platform support staff. * Evaluates the existing NEDS service to determine effectiveness and suggest improvement plans. * Provides technical guidance and support to the NEDS service manager. * Maintains up-to-date documentation. * Creates, maintains, and improves departmental policies and procedures.
Requirements Description: Skills knowledge experience:	* At least 5 years' experience in the management and support of Microsoft Server and Linux operating systems. * At least 5 years' experience in the management and support of directory synchronization systems. * Requires demonstrable expertise in X.500/LDAP directory and directory synchronisation products. At least two years' experience in Identity Management. * Proficient with and working knowledge of server hardware/software, deploy ed in data centres and cloud / virtualization environments, following best practices. * Familiarity with ACP133, DISP (Directory Information Shadowing Protocol), Lightweight Directory Access Protocol (LDAP), ITU-T X.500 standards. * Good written and verbal communication skills using the English language, with ability to effectively communicate and display architectural designs and implementation choices. * Ability to interact with internal and external personnel at all organizational levels. * At least five years' experience in network systems. At least three years' experience with TCP/IP wide area networks. * Familiar with the management of SQL Databases and Web Services.