

## SECONDED NATIONAL EXPERT- JOB PROFILE

### **Senior Officer in Operational Logistics Support/Assets Management SNE Expert in Logistics and Services Coordination (Service Manager)**

**(Logistics and Services Unit/ Equipment and Logistics Division)**

#### Tasks and responsibilities:

Reporting to the Head of Sector and under the supervision of the respective Team leader, the main duties related to these positions are:

- Acting as the solution expert for new and updated services delivering technical capabilities for one or all of the following: technical equipment, weapons and ammunition and surveillance (aerial, terrestrial and naval ones);
- Monitoring and controlling that the service is provided in accordance with the Terms of Reference (ToR);
- Management of TE and SE (Fixed Wing Aircrafts - FWA, Unmanned Aerial Vehicles - UAV, Light handheld technical and supporting equipment) in OPERA Evo such as adding and activating new assets, managing unserviceability, updating information on deployment;
- Implementing coordination and quality control to the contractual performances provided by Contractor in response to the operational expectations from the Business Manager (BM)/Requester(s);
- Maintaining contact with the contractors on the implementation of service, pending issues, application of penalties on the service, maintenances;
- Representing Sector on meetings with Contractors, sharing information with other internal and external stakeholders;
- Analysing user requirements, concept of use, document use scenarios, manage requirements;
- Planning, conducting and managing tests for acceptance;
- Planning, preparing and delivering technical trainings;
- Providing technical support and maintenance for services.

#### Selection criteria:

#### **Professional qualifications, competencies and experience required:**

##### Essential:

- University degree in natural sciences, logistics, procurement, supply chain or engineering
- Command of English at C1 level
- Command of digital office editing and collaboration tools at intermediate level
- Min 3 years' professional experience relevant to the job duties
- Min 3 years' experience in requirements analysis, technical design, development, delivery, or support in at least one of the following areas:
  - Land equipment, eg: vehicles or specialized vehicles, or
  - Maritime equipment, eg: vessels, life rafts, or
  - Airborne equipment, eg: aircraft, helicopters, drones, aerostats, or
  - Personal equipment, eg: uniforms, hand-held weapons, protective gear, service gear, or
  - Profile equipment, eg: drugs detectors, heartbeat detectors, videoscopes, document forgery detection equipment, biometric scanners, document scanners , or

- Accommodation and logistics equipment, eg: mobile offices, toilets, shelters, storages, or
- Mobile surveillance equipment, eg: scopes, night-vision, presence detection, bodycams, video-surveillance.
- Experience in working with technical documentation in English
- Experience in quality assurance or testing
- Professional qualification or experience in service management and/or integrated logistics support

## **Assets:**

- Experience in public procurement or acquisition solicited internationally
- Experience in project management
- Experience in service delivery and customer support
- Experience in developing of technical standards and specifications

## **Personal skills & competencies required:**

- Robust work aptitude: identifying work goals, quick learning, complying with regulations, standards & hierarchy, taking responsibility and managing time
- Very good social skills: clear & respectful communication, active listening, recollecting, interpreting, giving feedback, good team player, offering support to others, handling conflicts well, aware of cultural differences
- Achiever: reliable in decision making, proficient in problem solving, able to innovate beyond what we have been doing before, able of structured thinking and providing constructive criticism
- High integrity and reliability

