

SENIOR MILSATCOM OPERATIONS CONSULTANT



COMPANY: e2E SERVICES LTD.

JOB REF: RES.011

TYPE OF ROLE: PERMANENT

LOCATION: WILTSHIRE and WELWYN GARDEN CITY, HERTS (as required)



Our Company

We have been at the forefront of innovation in the satellite communications industry for two decades, offering to all its stakeholders unrivalled expertise to design, develop and operate state-of-the-art solutions and systems, world-wide. Our portfolio of services and technology know-how covers the entire spectrum of any satellite communication project, from market opportunity sizing and end-user requirements down to ground network development, commissioning and satcom operations management. To both commercial and defence related domains.

Innovation and ingenuity are the guiding principles of anything we do for our customers. Working with e2E requires a high level of dedication and personal motivation, commitment and a drive to continually seek to improve things but the results our Group has consistently achieved over the years, at personal and team levels, are outstanding and make e2E a great place to work.

Job Description

Our team is involved in establishing the requirements for UK's next generation of military satellite system and developing an open and flexible system architecture that brings together cutting-edge technology and innovation from the military and commercial satellite communications sectors. Our team are also applying industry best practice to create responsive and agile satellite operations environment to support our military customers in the most challenging of environments.

We are expanding our team and are seeking a **Senior MilSatcom Operations Consultant**, who will support the client for a major MilSatcom Operations Contract addressing bidder questions and



SENIOR MILSATCOM OPERATIONS CONSULTANT

queries; whilst an engineering understanding is required the emphasis will be more on operations management, commercial acumen and particularly service delivery.

Key Responsibilities

- Supporting the tender management process including preparations, assessment, negotiations, and awards.
- Providing understanding of satellite and network operations into responses to bidder questions.
- Communicate and present business and telecommunication standards including eTOM & ITIL.
- Provide advice on through life support, integrated logistics support and maintenance.
- Define, negotiate, and place OEM support contracts.
- Support the definition of SLAs, MOUs, and peering agreements in a defence environment.
- Develop, manage, and maintain operational delivery requirements.
- Conduct bidder proposal assessment reviews against defined criteria and report findings.
- Define service management architectures for current and next generation satellite networks.
- Use industry best practice frameworks to guide service operations and integration within the wider enterprise
- Ensure network design adherence to appropriate standards and ITU regulations.
- Attend, and constructively contribute to, meetings with MOD, bidders, etc.
- Ensure integration with the other MOD workstreams and programmes to ensure uniformity of approach.
- Conduct project reporting against KPIs

Skills, Character and Experience

- Experience of working as an integral part of a highly focused team.
- Track record of taking full responsibility for the delivery of critical deliverables and tasks.
- Evidence of being able to manage tendering processes whilst working within tight timescale and budgetary constraints.
- Proven ability to produce clear, concise, and unambiguous documentation at both summary and detailed level.
- Systematic and thorough approach to Systems Engineering using industry standards
- Business acumen to understand commercial implications of decisions and ability to communicate these to the customer.
- Good customer-facing and communication skills with ability to produce and present clear, concise, and unambiguous presentations to customers and other clients

Essential

- UK national (due to potential sensitivity of work to be undertaken)
- Security Cleared
- >10 years of experience of working in the communications sector
- >5 years of experience of working in satellite and/or network operations
- Understanding of Systems Engineering Assurance processes, security architecture design principles and their practical application
- Ability to understand telecommunication business processes.
- Knowledge of the resource planning and delivery of communications services over satellite networks



SENIOR MILSATCOM OPERATIONS CONSULTANT

- Knowledge of the operating framework used by satellite communications / telecoms operators for service delivery
- Business acumen and commercial experience to understand commercial impacts of ways of working and technology
- Awareness of the defence Industry and acquisition processes
- Ability to write clear and concise bidder responses and produce tender documentation often at short notice

Desirable

- Chartered Engineer or equivalent
- Experience of military satellite communications networks operating in stressed environments
- Experience of service delivery engagement on the UK Military Satellite operations and/or in another SATCOM operator environment
- Experience with Network and Service Management technologies and developing SLAs

Salary

- Competitive salary dependent on skills/experience plus a growing list of Company benefits
- By submitting your CV/application you are consenting to e2E Group using and storing information about you for monitoring purposes relating to your application of future employment. This information will only be used by e2E Group.

e2E Group is committed to achieving workforce diversity and welcome all applications irrespective of social and cultural background, age gender, disability, sexual orientation or religious belief.

