

## SENIOR SATCOM OPERATIONS ENGINEER



**COMPANY:** e2E SERVICES LTD.  
**JOB REF:** RES.021  
**TYPE OF ROLE:** PERMANENT  
**LOCATION:** WILTSHIRE and WELWYN GARDEN CITY, HERTS (as required)



### Our Company

e2E has remained at the forefront of innovation in the satellite communications industry for over two decades now. We offer our clients unrivalled expertise to design, develop and operate state-of-the-art solutions and systems, world-wide. Our portfolio of technical capabilities and technology know-how covers the entire spectrum of a satellite communication project, from market opportunity sizing and end-user requirements all the way through to ground network development, commissioning and operations management. Our services are provided on both commercial and defence related programmes.

Innovation and ingenuity are the guiding principles of all we do for our customers. Working as part of e2E calls for a high level of dedication, personal motivation, commitment, and a driving instinct to continually look to improve. The results we have consistently achieved in terms of both personal development and team working is outstanding, making e2E the perfect environment to work and develop within.

### Job Description

Our dedicated team is involved in establishing the requirements for the UK's critical next generation of military satellite system. This involves the development of an open and flexible system architecture that brings together cutting-edge technology and innovation from both the defence and commercial sectors. Our team is applying industry best practice to create a responsive and agile satellite operations environment for users operating in the most challenging and hostile of environments. Our activities also appreciate the need to transition and transform incumbent systems and practises that have proved effective to date.



## SENIOR SATCOM OPERATIONS ENGINEER

We are now actively expanding this team to best prepare for the next stage of the Programme. As a result, we are seeking to add an experienced **Senior Satcom Operations Engineer** to support this Programme and to bring further understanding and experience of military satellite operations. Working very much as the coalface, the successful recruit will need to help define and manage the operational and service delivery impacts in step with the evolving engineering architecture.

### Key Responsibilities

- Supporting the tender management process including RFP/RFP/ITN preparations, bid assessment, bid evaluations, responding to bidder questions/queries, down selection, negotiations, and eventual award.
- Providing understanding of satellite communications and network operations to both the rest of the team and in support of responses to bidder questions.
- Support detailed discussions with potential suppliers.
- Supporting inhouse readiness and support activities including training and knowledge transfer.
- Working closely with associated inhouse teams and related programmes to ensure consistency of approach.
- Communicate, present and clarify business and telecommunication practises on a satellite communications system and in relation to best industry standards and approaches including the eTOM & ITIL service management.
- Provide advice on through life support, integrated logistics support and maintenance of legacy systems and operations.
- Define, negotiate, and place maintenance and support contracts with Original Equipment Suppliers.
- 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.
- Feed service management architectural issues and inputs into next generation system requirements capture.
- Use industry best practice frameworks to guide future service operations activities considering any transitional steps required from the current operational system.
- Attend, and constructively contribute to meetings with the MOD, programme team bidders and suppliers.
- Ensure technical and operational 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 and professional team.
- Track record of having responsibility for the delivery of Satcom system assets and operations.
- Evidence of having managed the tendering process from start to contract placement.



## **SENIOR SATCOM OPERATIONS ENGINEER**

- Evidence of working under tight timescale and within budgetary constraints.
- Proven ability to produce unambiguous but concise technical reports and operational procedures at the detailed level for reporting to Senior Management.
- Systematic and thorough approach to Satcom service delivery. Business acumen to understand commercial implications of delivery and operationally based decisions with the ability to communicate these to interested stakeholders.
- Exemplary customer-facing presentational and communicational skills.

### **Essential Requirements**

- UK Security Cleared (or eligible to be SC 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.
- 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 Requirements**

- 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.
- Familiarity of MOD guidance (KiD) and the implementation of this guidance.
- Familiarity with MOD's Guide to Engineering Activities and Reviews (GEAR) Framework.

### **Remuneration Package**

- Competitive salary dependent on skills/experience.



## SENIOR SATCOM OPERATIONS ENGINEER

- Growing list of Company benefits (including 6% Company Pension Scheme contribution, Death in Service Benefit, Income Protection Insurance, membership of Health Care Cash Plan & EAP, Employee Share Option scheme, 25 days holiday per annum in addition to public/bank holidays).

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.

