

# Job Offers Week 24

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## **NATO UHF SATCOM Consultants – 4 Positions**

Location: Latina Italy x 2, Mons Belgium x 2  
Salary: No details at present

These are new NATO roles for January 2010 start. The four individuals may be temporarily deployed to ISAF operations in Afghanistan for limited periods of time, not normally exceeding four weeks in duration.

The job profiles are available by contacting Lee Grimes at Marske Site Services:

Tel: 01642 718950 Mobile: 07971265221 Email: [lee.grimes@marske.com](mailto:lee.grimes@marske.com)

Web: [www.marske.com](http://www.marske.com)

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## **Applications and Systems Manager**

Employer: City of London Police

Department: Corporate Services Directorate

Location: New Street London EC2M 4TP

Salary: Starting at £39,930 rising to a maximum of £48,030 including London Weighting

As the world's leading business and financial centre, the City of London demands a police force which is equal to the challenge of protecting and supporting a unique environment – and you will actively contribute to our success in this key management role.

You will manage our technology applications, computer hardware, operating systems and software to provide an efficient and cost-effective delivery service to users, customers and clients. As a member of the Information Technology senior management team, you will also contribute to the leadership and management of the department and the formulation of corporate ICT strategies, policies and standards.

A graduate or equivalent with Prince Practitioner and MSCE certification or similar qualifications, you will have a proven track record in an IT environment. Your experience will include financial and budget management, leading business change and managing staff. You will also be customer focused with highly effective consultancy and business analysis skills.

If you would like to discuss the post in more detail, please contact Mr Amrik Dosanj on 020 7601 6701.

For further information and how to apply, please log on to our website at

[www.cityoflondon.police.uk](http://www.cityoflondon.police.uk) .

The closing date for applications is Monday 5th October 2009 at 5p.m. .  
The City of London Police is keen to promote flexible working and will, subject to operational policing requirements, proactively consider all applications to work flexibly. The City of London Police is committed to equal opportunities and welcomes applications from all sections of the community.  
This vacancy is open only to those who have the right to work in the UK.

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## **Networks Manager**

Employer: City of London Police  
Department: Corporate Services Directorate  
Location: New Street London EC2M 4TP  
Salary: Starting at £39,930 rising to a maximum of £48,030 including London Weighting

As the world's leading business and financial centre, the City of London demands a police force which is equal to the challenge of protecting and supporting a unique environment – and you will actively contribute to our success in this key management role.

Your focus will be on managing the technology of fixed and mobile communication networks to provide an efficient and cost-effective service to users, customers and clients. As a member of the IT senior management team, you will also actively contribute to the overall management of the department and to the formulation of corporate ICT strategies, policies and standards.

With a degree and Prince Practitioner or equivalent, as well as Cisco CCNA certified, you will have a proven track record in an IT environment with experience in leading business change. Customer focused and influential in your dealings with others, you will be skilled in financial and budget management, as well as in commercial and supplier management, and you will be an excellent motivator and leader.

If you would like to discuss the post in more detail, please contact Mr Amrik Dosanj on 020 7601 6701.

For further information and how to apply, please log on to our website at [www.cityoflondon.police.uk](http://www.cityoflondon.police.uk).

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## **CRM System Co-ordinator – Permanent**

Ref: JenU2900  
Site: South West England

The successful Candidate will have to be security cleared prior to appointment.

Job Definition:

To manage the development and delivery of the Customer Relationship Management (CRM) tools to the PCCC and PSOH and a wider audience within the company.

Ensuring the harmonious evolution of the

CRM tools to integrate the Customer Contact Centre.

(PCCC) and the Welfare Customer Contact Centre (WCCC).

Based in South West England, the CRM Systems Coordinator will interface with PSC, LOGICA, the DES ISS and GCS IPT

Networks Team to ensure the continued development and the careful integration and ongoing assurance of the CRM systems.

Responsible to: Data Analysis, Billing and Systems Manager

Primary Duties:

Developing and Managing the CRM Systems to ensure that the Customer and User Support Services continue to be delivered in accordance with the CISD.

Developing the CRM Systems to enable the Customer Services vision and strategy for achieving the overall service product delivery goals.

Monitoring CRM Systems to ensure continued performance, reporting any deficits in reporting through the appropriate channels.

Subject Matter Expert on the CRM system, its functionality and how this relates to the CISD contract, with particular focus on the billing and reporting functions.

Liaison with Clients and the appropriate Company

Leads to manage the development and delivery of the CRM and APM elements of the Management Segment.

Maintaining and documenting the configuration of all the equipments used in the PCCC, WCCC and PSOH to support the CRM Function.

Liaison with MoD to ensure that the CRM systems are developed in away that they can be easily integrated into the Customer CRM systems and practices.

Providing documentation to support the training of PCCC and PSOH staff in the use of the CRM Systems.

Developing the CRM tools to provide full integration with Commercial Partners.

Managing the introduction of new CRM systems and products to ensure that all aspects of Customer Services are carefully considered, planned, documented and resourced before delivery

Ensuring the quality of all Customer Services documentation, including all procedures and processes, to

enable the continued delivery of effective Customer Care and Order Handling in compliance with the Service Management and Operations Plan (SMOP) and the CISD

Deputise for the Data Analysis, Billing and Systems Manager as required.

Competencies:

Honours degree or equivalent related experience with 3 - 5 years experience of delivering communications services or projects in a tri-service/joint military environment

CCA accredited qualifications or equivalent experience of working in a demanding Customer Services environment, preferably in a tri-service/joint military environment.

Establishing detailed understanding of all appropriate Company and Customer Policy Documentation associated with the provision and management of satellite services.

A thorough understanding of the services available from the company. The company make every effort to integrate very rapidly

An understanding of the DES ISS Procedures relating to service delivery.

A good understanding of military doctrine and ethos

Experience of Complex CRM systems, both in their use and structure

Ability to assess and analyse complex data and deduce patterns in the data

Ability to produce and present the analysis, conclusions and recommendations to a variety of audiences

Ability to take things forward independently and act on own initiative

Experience reading and interpreting legal contracts and establish accurate billing mechanisms in line with contracted terms

Contact: Jennifer Upton Email [j.upton@select.co.uk](mailto:j.upton@select.co.uk)

Tel: 02392 877 087

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## **V-SAT Project Manager**

Location: Afghanistan (Kabul)

Starting Date: ASAP

A Manager is required to run a team of expatriate and local nationals for the installation, commissioning, maintenance of multiple V-Sat systems throughout Afghanistan.

The systems are used on military run installations and although you will be located in Kabul there will be some in theatre travel. Responsible for the continuous training of the team as well as all future project planning and commitments; you will require good inter

personal skills. You will be required to report regularly to the client on the status of all systems.

This position would ideally suit someone with very strong RF and V-SAT skills.

Within the year you shall receive 2 months paid vacation.

All interested parties should make contact with completed Resume and an available timeline to start.

Contact: Alex McLaren International Project Manager

Email: [alex@networkinv.com](mailto:alex@networkinv.com)

Tel: +93 (0)707 040 002

+93 (0)798 040 002

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