

SECONDED NATIONAL EXPERT- JOB PROFILE**Solution Engineer****(Engineering and Service Management Sector in Engineering and Acquisition Unit in Capacity Building Division)****Tasks and responsibilities:**

Reporting to the Head of Unit and under the supervision of the respective Head of Sector, the main duties related to this position are:

- Act as the solution engineer for new and updated services delivering technical capabilities;
- Analyse user requirements, concept of use, document use scenarios;
- Design services (high-level architecture, interfaces, development, transition, maintenance);
- Manage requirements (defining, gathering, compiling, analysing, verifying, and validating the needs and requirements for the given product or system being acquired);
- Plan, conduct and manage tests for acceptance;
- Plan, prepare and deliver technical trainings;
- Provide technical support and maintenance for services.

Selection criteria:**Professional qualifications, competencies and experience required:****Essential:**

- University degree in sciences, statistics, management, economics, robotics, mechatronics, business, logistics, procurement, supply chain or engineering;
- 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, acceptance, delivery, or support in at least one of the following areas:
 - Land equipment, e.g.: patrol cars, vehicles or specialized vehicles, or
 - Maritime equipment, e.g.: vessels, life rafts or
 - Airborne equipment, e.g.: aircraft, helicopters, drones, aerostats, or
 - Personal equipment, e.g.: uniforms, non-lethal weapons, protective gear, service gear, or
 - Profile equipment, e.g.: drugs detectors, heartbeat detectors, videoscopes, document forgery detection equipment, biometric scanners, document scanners, or
 - Accommodation and logistics equipment, e.g.: mobile offices, toilets, shelters, storages, warehouses, or
 - Mobile surveillance equipment, e.g.: scopes, night-vision, presence detection, bodycams, video-surveillance, or
 - Firearms, e.g.: weapons, ammunitions, safes, lockers, cabinets.

- Experience in working (preparing and reviewing) with technical documentation in English;
- Experience in quality assurance, risk management or testing;
- Experience in project or contract management.

Assets:

- Experience in public procurement or acquisition solicited internationally;
- Professional qualification or experience in service management and/or integrated logistics support;
- Experience in service delivery and customer support;
- Experience in ensuring operational occupational safety and health.

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;
- 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.