



NATIONAL GEOSPATIAL-INTELLIGENCE AGENCY
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DEFENSE INTELLIGENCE SENIOR LEVEL VACANCY

Announcement No: HQ NGA DISL 2012-28

Opening Date: October 16 **Closing Date:** November 15

Position Title/Series: Director, Customer Service Office/Series IP-1301

Number of Vacancies: 1

Salary Range: \$119,554 -\$165,300 per year

Location: St. Louis, Mo.

Area of Consideration: All Sources

How to Apply: TO BE CONSIDERED FOR THIS POSITION, FOLLOW THE DIRECTIONS BELOW. To receive **FULL** consideration, mail or hand deliver an **original and five stapled copies** of your current application. You must identify the position vacancy announcement number. There is no application of preference; therefore, an Application for Federal Employment (OF-612) or a resume may be used. **Certain information is required** to be submitted, e.g., full name, mailing address, phone numbers, e-mail address, social security number, country of citizenship, education and work experience, current salary, and highest federal civilian grade held. External applicants (if a current or former civilian government employee) should submit one copy of their most recent Notification of Personnel Action, SF-50 noting your current position, grade, and salary level. Permanently attach all components of each application package. Do not place application materials inside report covers or folders, or submit documents not specifically requested, as they will not be used in the evaluation process. **Faxed or e-mailed applications cannot be accepted.**

Applicants will be rated and ranked by an agency Qualifications Review Board using only the information submitted for consideration. Applicants who do not separately address and document their demonstrated experience, training, and/or education in support of the Intelligence Community Senior Officer Core Qualification Standard and Technical Qualifications will be ineligible for further consideration. Failure to provide all the required information and copies could result in an ineligible rating. Incomplete applications will not be considered.

Submit your application to:

**National Geospatial-Intelligence Agency
Mail Stop S45-HDE
7500 GEOINT Drive
Springfield, VA 22150-7500**

Applications must be received by the closing date. A postmark will **NOT** prevail. Applications will **NOT** be returned. Please reference announcement number shown above.

Joint Duty Credit: All NGA executive level positions require Joint Duty credit. Employees will receive joint duty credit for almost any service or rotational assignment that was at least at the

GS/GG-13 or DCIPS Pay Band 3 level, and generally for at least one year, or for 179 days or more when deployed to a designated combat zone on or after September 11, 2001.

Note: Employees without Joint Duty credit may apply for the position and can be considered. If selected a waiver would be required prior to final appointment. An external candidate, if selected, will be required to provide proof of Joint Duty credit or immediately apply for Joint Duty credit prior to EOD. NGA seniors without Joint Duty at the same tier level may lateral into the position if selected without requesting a waiver.

Basic Duties and Responsibilities: The Director, Customer Service Office (D/OGSU) leads customer service activities to include customer account management, business analytics, and online assistance for the Online GEOINT Services Directorate. D/OGSU is charged with improving users' experience of NGA's self-, assisted- and full-service online delivery models with a focus on relating customer feedback to the agency while monitoring state-of-the-art online capabilities, identifying GEOINT gaps and shortfalls, and anticipating technology trends. Additionally, this position oversees media services for the Agency which provides online, on-demand access and dissemination of geospatial intelligence information, products and imagery to National System for Geospatial-Intelligence (NSG) partners worldwide. This position requires extensive coordination across NSG and Allied System for Geospatial-Intelligence (ASG) partners to ensure NGA is constantly and consistently exceeding the needs of our customers for service and support. Incumbent manages projects/programs, to include teams, resources, and processes and has a deep understanding of the GEOINT user base.

Intelligence Community (IC) Senior Officer Core Qualification (SOCQ) Standard - Leading the Intelligence Enterprise: Required for all positions effective 1 October 2010. This SOCQ Standard involves the ability to integrate resources, information, interests and activities effectively in support of the IC's mission and to lead and leverage cross organizational collaborative networks to achieve significant mission results. Inherent to this Standard is a deep understanding of the intelligence enterprise (or other comparable interagency or multi-organizational environment) and a shared commitment to the IC's core values. (Include as separate attachment **one page maximum per competency**)

1. **Collaboration and Integration:** IC Senior officers have a responsibility to share information and knowledge to achieve results, and in that regard are expected to build effective networks and alliances; actively engage these peers and stakeholders; involve them in key decision; and effectively leverage these networks and alliances to achieve significant results. Senior officers are expected to create an environment that promotes employee engagement, collaboration, integration, information and knowledge sharing, and the candid, open exchange of diverse points of view. Candidates assessed against this competency must:
 - Build, leverage, and lead collaborative networks with key peers and stakeholders across the IC and/or in other government/private-sector organizations, or professional/technical disciplines to achieve significant joint/multi-agency mission outcomes.
 - Integrate joint/multi-agency activities effectively exercising collaborative plans that realize mutual IC, joint, or multi-organizational goals.
2. **Enterprise Focus:** IC Senior officers are expected to demonstrate a deep understanding of how the missions, structures, leaders, and cultures of the various IC components interact and connect; synthesize resources, information and other inputs to effectively integrate and align component, IC, and USG interests and activities to achieve IC-wide, national, and international priorities.

Senior officers are expected to encourage and support Joint Duty assignments and developmental experiences that develop and reinforce enterprise focus among their subordinates. Candidates assessed against this competency must:

- Understand the roles, missions, capabilities, and organizational and political realities of the intelligence enterprise; apply that understanding to drive joint, interagency, or multi-organizational mission accomplishment.
- Understand how organizations, resources, information, and processes within the IC or interagency/multi-organizational environment interact with and influence one another; apply that understanding to solve complex interagency or multi-organizational problems.

3. **Values-Centered Leadership:** IC Senior officers are expected to personally embody, advance and reinforce IC core values. Senior officers are also expected to demonstrate and promote departmental and/or component core values. Candidates assessed against this competency must demonstrate:

- A **Commitment** to selfless service and excellence in support of the IC's mission, as well as to preserving, protecting, and defending the Nation's laws and liberties;
- The integrity and **Courage** (moral, intellectual, and physical) to seek and speak the truth, to innovate, and to change things for the better, regardless of personal or professional risk;
- **Collaboration** as members of a single IC-wide team, respecting and leveraging the diversity of all members of the IC, their background, their sources and methods, and their points of view.
- Promote, reinforce, and reward IC, departmental/component core values in the workforce and ensure that actions, policies, and practices are aligned with, and embody those values.
- Ensure that organizational strategies, policies, procedures, and actions give appropriate focus, attention, and commitment to diversity of people, point of view, ideas, and insights.

Position Demands: This executive level position requires experience in customer service, preferably in the GEOINT arena, to include leadership of cross-Agency partnerships and services. Incumbent must be able to make significant contributions to the advancement of GEOINT customer service to include business analytics and online assistance as evidenced by previous, documented efforts. Educational background to include a bachelor's degree or higher in a related field is required. A graduate degree in a pertinent discipline is expected.

Note that you may be required to relocate in the future, based on mission need, nature of work performed by NGA, and the needs of NGA partners worldwide.

Technical Qualification Requirements: Applicants will be rated on the "Specialized Experience" requirements and "Additional Factors" identified below which are essential for successful performance in the position. These statements should be included as separate attachments (**not to exceed 2 pages for Specialized Experience and 1 page for each Additional Factor**) and are a narrative explanation of your relevant background and experience. These statements must show that your experience, education, and accomplishments reflect the competence and professional standing

required to provide expertise required by this position. Technical Qualification Statements that do not clearly address the qualification criteria will not be adequate for evaluation. (A recommended approach for addressing the Technical Qualifications is provided at the end of this vacancy announcement.)

A. Specialized Experience: Training, education and/or degrees in area of expertise. Candidates must have at least three years of specialized experience, characteristic of and as described above in the duties and responsibilities. At least one year of this experience must demonstrate that the candidate has the ability to originate, seek out, and manage customer service in an online, on-demand environment.

B. Additional Factors: The following will be considered in determining the candidate's qualifications:

1. Demonstrated strategic leadership in a multi-disciplined, customer-focused organization.
2. Broad understanding of the organizations, missions, functions and processes of the National System for Geospatial Intelligence and Allied System for Geospatial Intelligence to include demonstrated experience in establishing successful customer relationships.
3. Knowledge of Geospatial Intelligence operations, including understanding of requirements, planning, funding, collection, production, exploitation, and dissemination across the NSG and external consumer organizations.
4. Proven leadership in leading cross-organization/multi-agency initiatives that effectively leverage the capabilities and resources of diverse members to advance mission-critical initiatives.

List of Publications: Provide a list of publications or papers you have authored with title, date, and any co-authors, and state the impact on the scientific, technical and/or intelligence community.

Evaluation Methods: Applicants will be evaluated based on job-related criteria identified under the Qualification Requirements by a screening panel of senior representatives with functional backgrounds relevant to this position. Interviews may be conducted.

Security Clearance and Access Level: This position requires access to classified Defense Department and Intelligence Community information. The individual selected must already possess, or be immediately eligible for, a TOP SECRET security clearance and access to Sensitive Compartmented Information. U.S. citizenship is required for the granting of a security clearance.

Other Requirements:

Applicant selected for this position is subject to the completion of a one-year DISL trial period. (Applicants selected from outside NGA may be required to complete a two-year DCIPS trial period if they have not already done so.)

This position is covered under the Ethics in Government Act of 1978 (P.L. 95-521). Incumbent is required to file an Executive Personnel Financial Disclosure Report (SF-278) with the NGA Office of General Counsel.

State the lowest pay you will accept and current total salary.

Provide the name, address, and telephone number of three references to substantiate your qualifications.

Employment is subject to requirements of the NGA Drug Testing Program.

You may be required to successfully complete a polygraph examination for the position you applied for and/or for any future position(s).

Other Information:

1. Permanent Change of Station (PCS). Travel/Transportation expenses are authorized.
2. Veteran's preference does not apply to the Senior Executive Service.
3. Copies of this announcement and other general information may be obtained through the NGA's website <https://www1.nga.mil/Careers/CareerOpp/Pages/CareersOpp.aspx>, as well as OPM's www.usajobs.gov, or by calling (571) 557-4370/3962/3932.
4. Use of postage paid Government agency envelopes to file job applications is a violation of Federal law and regulation.

The National Geospatial-Intelligence Agency is an Equal Opportunity Employer. All qualified applicants will receive consideration for appointment without regard to race, age, religion, color, national origin, sex, marital status, sexual orientation, handicap, lawful political affiliation, or any other non-merit factor. This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis.

The following approach is recommended for addressing Technical Qualifications:

Provide a brief summary of your professional experience before describing the “Specialized Experience” requirements. Provide sufficient examples of your accomplishments and explain the accomplishments in terms of the following three elements:

1. Identify specific projects and activities in which you participated and describe what you did;
2. Describe the context, or environment, within which these activities occurred, mention other individuals (by title) or groups involved; and
3. Explain the outcomes of your actions, these outcomes should reveal the quality and effectiveness of your contributions and demonstrate your ability to achieve results.

Your Technical Qualification Statements should include evidence of the senior scientific/technical/management experience and professional credentials needed to perform the duties of the position and contain enough examples to provide a sound basis for assessment of your qualifications.