



OFFICE OF THE DIRECTOR OF NATIONAL INTELLIGENCE

L E A D I N G I N T E L L I G E N C E I N T E G R A T I O N

Job Title: 14550 - Customer Engagement Officer, NCTC/DI/AMP/TCB - GS-12

Salary Range: \$69,581 - \$108,422 (not applicable for detailees)

Vacancy Open Period: 8/19/2019 – 8/20/2020

Position Type: Cadre, Detailee

Who May Apply: Internal ODNI Candidates, Detailees

Division: NCTC/DI

Duty Location: McLean, VA

Security Clearance: TS/SCI with CI Polygraph

Travel Required: 0-25% Travel

Relocation Expenses: For new ODNI employees, reimbursement for relocation is discretionary based on availability of funds.

Job Interview Travel: Candidates from outside the Washington, D.C., area may be selected for a telephone, teleconference, or in-person interview. If selected for an in-person interview, any travel or lodging will be at the applicant's personal expense.

Position Information

This is an opportunity for:

- An internal candidate to fill a GS-12 cadre position.
- A Federal Government employee to serve on a two-year reimbursable detail assignment in the ODNI. The detail assignment may be extended an additional year if all parties agree.

Who May Apply

Current GS employees at the same grade or up to one grade lower than the advertised position grade may apply.

Former members of the Peace Corps may be considered for ODNI employment only if five full years have elapsed since separation from the Peace Corps.

- For a cadre assignment:
 - Current ODNI permanent cadre.
- For a detailee assignment:
 - Current Federal Government employees. (Current GS employees at the same grade or up to two grades lower than the advertised position grade may apply).



Salary Determination

- The ODNI uses a rank-in-person system in which rank is attached to the individual. A selected ODNI candidate or other Federal Government candidate will be assigned to the position at the employee's current GS grade and salary.
- A current Federal Government employee, selected for a detail, will be assigned to the position at his or her current grade and salary.

Component Mission

The National Counterterrorism Center (NCTC) leads our nation's effort to combat terrorism at home and abroad by analyzing the threat, sharing that information with our partners, and integrating all instruments of national power to ensure unity of effort. The Center serves as the primary organization in the United States Government (USG) for analyzing and integrating all intelligence possessed or acquired by the USG pertaining to terrorism and counterterrorism, and its Director serves as the Counterterrorism Mission Manager. NCTC also serves as the central and shared knowledge bank on known and suspected terrorists and international terrorist groups, as well as their goals, strategies, capabilities, and networks of contacts and support. In addition, NCTC conducts strategic operational planning for counterterrorism activities, coordinating and integrating the efforts of departments and agencies across the Federal Government.

Major Duties and Responsibilities (MDRs)

- Identify and assess customers' needs to achieve satisfaction; serve as the focal point for questions regarding NCTC's CURRENT websites on CWE/JWICS and SIPRnet and the DI's Analytic Production Tracker (APT) application; manage a steady stream of incoming calls, emails, and other system notifications regarding customer inquiries.
- Maintain approver lists, access control records, and user account privileges for CURRENT and APT; work with AMP leadership and NCTC's Information Technology Services (ITS) to enhance related information technology capabilities.
- Review and update, as needed, CURRENT and APT user assistance guides and Standard Operating Procedures; provide training and technical briefings on system usage, search engines, posting capabilities, access request processes, etc.
- Help compile and distribute customer feedback on DI products and AMP services; assist with the development and assembly of re-occurring status reports illustrating DI production statistics and AMP business process metrics.
- Create the daily and monthly versions of the NCTC newsletter – the CT Direct – for distribution to NCTC external customers.
- Build sustainable relationships and trust with key stakeholders and customers through open and interactive communication; provide accurate and complete information during engagement, deliver appropriate solutions and alternatives within the time limits, and follow-up to ensure resolution.



- Coordinate operational and administrative matters, review and investigate issues, and recommend solutions and options; maintain situational awareness of issues affecting organizational equities and the status of multiple projects.

Mandatory and Educational Requirements

- Excellent communication skills, both oral and written.
- Strong representational and interpersonal skills and sound judgment.
- Initiative and ability to work and collaborate across organizational lines.
- Ability to multi-task, prioritize, and manage time effectively.
- Working knowledge of IC information management security, storage, and classification guidelines.

Desired Requirements

- Familiarity of NCTC CURRENT website and DI's APT application.
- Previous experience in customer service, communications, program management, or similar field.

Key Requirements and How to Apply

Internal ODNI Candidates:

A complete application package must include:

- a. **RESUME:** Applicants are encouraged to carefully review the vacancy announcement, particularly the MDRs, and construct their resume to highlight their most significant experience and qualifications relevant to this job opportunity.
- b. **PERFORMANCE EVALUATIONS:** Applicants are required to provide their two most recent performance evaluations. A justification is required in the cover letter if the applicant is unable to provide the two most recent evaluations.
- c. **VACANCY NUMBER:** Reference the vacancy number in the subject line of the email and on each document submitted.

WHERE TO SUBMIT: Applications should be sent to either DNI_COO_TM_HR_OPS_TEAM_C_WMA@cia.ic.gov (classified email system) or Recruitment_TeamC@dni.gov (unclassified email system). Applicants submitting via JWICS are requested to submit their materials to both saksdav@dni.ic.gov (*David S.*) and longvj@dni.ic.gov (*Vincent L.*) in lieu of the group address above. All attachments should be in Microsoft Word or Adobe PDF format.

Applications submitted through the classified email system should NOT contain classified information above the TS//SI//TK//NOFORN level.

Current Federal Employees Applying for a Detail Assignment:



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Applicants from federal agencies within the Intelligence Community (IC) may be considered for this position as a reimbursable detailee, if endorsed by the employing agency. Applicants must have current TS/SCI clearances with polygraph or have the ability to obtain one. The ODNI does not conduct polygraphs or provide security clearances for detailees. **Applicants from within the IC must submit an application through the classified [IC Joint Duty Program website](#).**

Applicants from federal agencies outside the IC must provide:

- a. **WRITTEN ENDORSEMENT** from the employing agency concurring with the detail.
- b. **RESUME:** Applicants are encouraged to carefully review the vacancy announcement, particularly the MDRs, and construct their resume to highlight their most significant experience and qualifications relevant to this job opportunity.
- c. **PERFORMANCE EVALUATIONS:** Applicants are required to provide their two most recent performance evaluations. A justification is required in the cover letter if the applicant is unable to provide the two most recent evaluations.
- d. **VACANCY NUMBER:** Reference the vacancy number in the subject line of the email and on each document submitted.
- e. **CURRENT SF-50:** Federal Government employees must provide an SF-50, "Notification of Personnel Action" to verify current federal status, position, title, grade, and organization of record. Please disregard if you are not a Federal Government employee.

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Applications submitted through the classified email system should NOT contain classified information above the TS//SI//TK//NOFORN level.

All Applicants:

APPLICATION PACKAGES MUST CONTAIN ALL ITEMS LISTED ABOVE. AN INCOMPLETE APPLICATION PACKAGE WILL BE INELIGIBLE FOR CONSIDERATION.

Your application MUST be received by midnight on the closing date of this announcement. Applications received after the closing date will NOT be eligible for consideration.

To verify receipt of your application package ONLY, you may call 703-275-3955.

What to Expect Next

The most highly qualified candidates will be referred to the hiring manager for further consideration and possible interview. We expect to make a selection within 30 days of the closing date of this announcement. Due to the large number of applications received, applicants will be contacted ONLY if they have been selected for an interview.



Agency Contact Information

ODNI Recruitment; Phone: 703-275-3955; Email: Recruitment_TeamC@dni.gov

Other Information

The ODNI is an equal opportunity employer and abides by applicable employment laws and regulations.

REASONABLE ACCOMMODATIONS FOR PERSONS WITH DISABILITIES: The ODNI provides reasonable accommodations to otherwise qualified applicants with disabilities. IF YOU NEED A REASONABLE ACCOMMODATION for any part of the application and hiring process, please notify the Intelligence Community Equal Employment Opportunity and Diversity Office Representative by classified email at DNI_Reasonable_Accommodation_WMA@cia.ic.gov and DNI_Diversity_WMA@cia.ic.gov, by unclassified email at DNI_DRA@dni.gov, by telephone at 703-275-3799 or by FAX at 703-275-1217 . Your request for reasonable accommodation will be addressed on a case-by-case basis. **PLEASE DO NOT SUBMIT YOUR APPLICATION TO THE EEOC EMAIL ADDRESS. THIS EMAIL IS FOR REASONABLE ACCOMMODATION REQUESTS ONLY. PLEASE SUBMIT YOUR APPLICATION VIA THE EMAIL ADDRESS PROVIDED IN THE 'HOW TO APPLY' SECTION ABOVE.**