



# SHOUT

JCSE Veterans Association

January 26, 2014

Edition Number 7



## From The President



As I write this note, and look at the calendar, we have just six short months until we meet again here in Tampa. The six months will be gone before we know it. It's time to make your plans to be join with your friends, colleagues, and comrades at the Double Tree Hotel.

The festivities begin on Wednesday in the Hospitality Room. Always a place to hear the latest and greatest stories. Thursday is the Dollars for Scholars Golf Tournament at the Eagles. Thursday is also the Ladies Breakfast and Forum.

Friday morning you will be treated to a tour and briefings

from JCSE and see some the new training, tactics, and techniques, and toys. Then I believe we will enjoy some of CJ Johnson's famous BBQ and Terry Fort's fish fry. So bring your appetite.

Saturday is the grand finally with the Dining Out/Reunion Banquet.

As in the past, we are beginning our search for sponsors. If you know of a company or organization that is willing to be a sponsor please have them contact Willie Stokes or myself.

The sponsor levels include:

### New JCSE VA Members

John "Jack" Grubbs – Life Member # 304

Stephen Edwards – Life Member # 305

Robert Bailey – Life Member # 306



MacDill AFB Air Fest 2014 is scheduled for Saturday 22 & Sunday 23 March 2014. Hours of operation are from 8:00 AM to 5:00 PM. This is a great fundraising opportunity for the approximately fifty private organizations registered on MacDill Air Force Base. These organizations are competing for an undetermined number of full-share or half-share sales booths that will be provided by the yet to be named concessionaire. JCSE-Veterans Association has requested assignment of a **FULL-SHARE** booth which requires **12 people at all times** (from opening to closing) both days. Traditionally, full-share booths have netted anywhere from \$1,800.00 to \$3,000.00 without doing extremely hard work; depending on the overall Air Fest Sales. The bottom line is, we need your help. We need volunteers to step up and commit to work either one day or both, half day or whole day. We must have 12 people in the booth. We can tag team it to ease the burden. This is a great opportunity to make some put some money for other important programs and events. Contact Odie Jones at e80jones@verizon.net.

Table Sponsor w/golf - \$1000

Table Sponsor wo/golf - \$750

Both include two event tickets for the sponsor.

Or sponsor an individual or group of service members to the Banquet for \$125.00 each.

We will also be soliciting sponsors for the golf tournament for the prize packages, raffles, etc.

So as you can see, there are numerous opportunities to participate and or get your hands dirty with good honest labor.

### JCSE VA Email

As we work towards living up to our motto of "The Voice Heard Around the World" we must speak with one voice from one location. Our web site [www.jcseva.org](http://www.jcseva.org) is being updated to help us do that. You can now subscribe to have all the latest JCSE Veterans Association news delivered to your inbox as it's published. All it takes is to enter your email address into the Get Updates Via Email section found in the lower right sidebar then click the Subscribe button of the website. You'll receive an email asking you to confirm your subscription by clicking the included link. Once that's done, you'll receive each news item and reunion update as soon as it is posted.

NOTE: By subscribing to this service you DO NOT provide any personal information, only your email address.

Don't miss out on any JCSEVA news . . . subscribe today! You can unsubscribe at any time.

### Report from the Reunion Committee Chairman.

After almost two years of coordinating and planning, we can finally see a light at the end of the tunnel. We are enthusiastic about your arrival, involvement, and interaction during Reunion 2014. We especially look forward to the increased level of interest after to the publication of "The Voice Heard Around the World".

Following the publication of this powerful book of 300 plus pages, we have come to understand that we are more than a group of individuals but a solid cohesive brotherhood made up of the best communicators and communications support people in the Department of Defense. We have come to the realization that the collective memories and contributions of the group is much more powerful than that of each individual within the group. So as we approach

this reunion look at it as an opportunity to further define the true meaning of "The Voice Heard Around the World". The key word there is "The", one voice.

There is a strong possibility that Dr. Grubbs, the author of "The Voice Heard Around the World" will also be attending the reunion. If so it might be possible that we can convince Dr. Grubbs to hold a session where he can talk about the book, his research methodology and you individually and collectively can have an opportunity to provide comments, antidotes, stories, pictures, news prints, orders, and manifests for the historical files. These pieces of information might help make a convincing argument for the Command to support an effort to have version 2 published.

If you have not read "The Voice Heard Around the World", you must attend, just to obtain a copy. If you have read the book you must attend to add your experiences to the already

outstanding history of JCSE. You must attend just to be part of history in the making. You must attend to usher JCSE into the next 50 years.

In the very near future, we will announce planned activities, events, and most significant, the outline for the biennial meeting. We will also announce the update web site [www.jcseva.org](http://www.jcseva.org) where you can register, select activities, and pay for everything except the hotel. There will however be a link to the hotel for your convenience.

Between now and mid-June, watch the email traffic for the latest information. Be safe.

## Upcoming Events

Reunion 2014, June 11-15, Double Tree Hotel, 4500 West Cypress Street, Tampa, Florida. 813-879-4800.

[http://doubletree.hilton.com/en/dt/groups/personalized/T/TPATLDT-VAR-20140611/index.jhtml?WT.mc\\_id=POG](http://doubletree.hilton.com/en/dt/groups/personalized/T/TPATLDT-VAR-20140611/index.jhtml?WT.mc_id=POG)

Elections for JCSE Veterans Association Board of Directors will be held during the Reunion.

## News from JCSE

### Promotions:

Petty Officer Maurice Boston (1JCS) to ET1

Petty Officer Tyrone Craig (HSS/J3) to ET1

### Awards and Recognitions:

USTRANSCOM Lance P. Sijan Leadership Winner - MSgt Justin Papalia (3JCS)

USTRANSCOM Gen John P. Jumper Information Dominance 3D0 Award Winner - MSgt Michael Dignan (3JCS)

USTRANSCOM Gen John P. Jumper Information Dominance Outstanding Cyber FGO Winner - Maj Nicholas DeAngelis (3JCS)  
Junior NCO Warrior of the Quarter Winner (3rd Qtr) – SGT Chance McCurry (3JCS)

### Annual 1206 JCSE Winners:

Field Grade Officer - MAJ Edward Taylor (HSS/J4)

Company Grade Officer - CPT Joe Howard (1JCS)

Junior Service Member – SrA Richard Handley (2JCS)

Service Member - TSgt Randy Garcia (3JCS)

Senior Service Member - MSgt Justin Papalia (3JCS)

### New Family Members:

SSgt Anthony & Brittany Koegler (3JCS) Ally Renae

SGT Jose Nieves & Mrs. Nieves (HSS) Dylan Enrique

CPT Randy & Mrs. Donathan (3JCS) Jacob Presley

SSgt Juan Lopez & Mrs. Lopez (CSD) Leo

### Graduations:

Mr./SSG Curtis O'Neal (HSS/J3) Graduated WOBC

### Farewells:

ET1 Amburgey, Larry (3JCS)

SSgt Carney, Ashley (HSS/J4)

## News from the 224th JCSS

### Promotion

SrA Christina Richards - promoted to SSgt

**Reenlistment Spotlight** - Please congratulate SSgt Tinisha Griffin on her reenlistment into the GA ANG. She currently serves in the 3D071 (Knowledge Operations Management) career field and has chosen to remain in the GA ANG for another three years.

### News from the 290th JCSS

**(11 Jan 2014)** Lt Col Van Aulen said his farewells as he was presented with a Meritorious Service Medal and appreciation gifts from the men and women of the 290th. Lt Col Van Aulen will be taking a position at Air Force Space Command.

**(January 14, 2014)** ST. AUGUSTINE, Fla. -- Brigadier General Robert M. Branyon, Commander, Florida Air National Guard, with the concurrence of Major General Emmett R. Titshaw, Jr., the Adjutant General of Florida, is pleased to announce the selection of Major Matthew L. Giles as Commander, 290th Joint Communications Support Squadron, Florida Air National. He is currently the Operations Officer of the 114th Range Operations Squadron.

#### Promotions

MSgt Jimmy Johann was promoted to SMSgt

TSgt Michelle Ellsworth was promoted to MSgt

A1C Adam Dumala was promoted to SrA

AB Ahkeen Benjamin was promoted to Amn

### Still Available

The "Voice Heard Around the World", the 50 year history of JCSE, is available. Contact Dave Jones at [jonesde721@gmail.com](mailto:jonesde721@gmail.com). \$10.00 plus shipping for members, \$15.00 plus shipping for non-members.

### Who Is Doing What?

Tom Fusco, LM #50, provides information regarding career opportunities at VIASAT on Page 5.

Bill Wark, LM # 151, provides information regarding AT&T's program to hire veterans on Page 7.

Jeff Gareau, Life Member #100, provided information regarding a potential position with GetWellNetwork, Inc. at Page 9.



## **AN EXCLUSIVE OFFER FOR JCSEVA MEMBERS**



As a gesture of gratitude, every employee, member and volunteer of JCSEVA who purchases a vehicle from Josh Smith at Kuhn Honda-Volkswagen will receive employee pricing and two free details while enjoying the most pleasant car-buying experience.

To make a difference and receive special savings and benefits unavailable to the public, call Josh Smith to schedule an appointment at 813.422.8440 or email [josh.smith@kuhnhondavw.com](mailto:josh.smith@kuhnhondavw.com). An appointment must be scheduled to receive this special offer and contribute to the JCSEVA programs.

Josh Smith • 813.422.8440 • [josh.smith@kuhnhondavw.com](mailto:josh.smith@kuhnhondavw.com) • 3900 W. Kennedy Blvd., Tampa, FL 33609

Tom Fusco, LM #50 announced the following career opportunity.

ViaSat's competitive advantage is our state-of-the-art technology. That comes from attracting and retaining some of the world's best engineers. We offer the opportunity to work on the toughest technical problems alongside leaders of the industry in an informal, campus-like atmosphere. The work is demanding, but the results are meaningful and rewarding. If you enjoy hands-on work with cutting edge SATCOM products and being the focal point in resolving complex problems, then perhaps this exciting job is for you!

CONUS and OCONUS positions are available. For OCONUS positions minimum of one year, you will be the on-site ViaSat technical representative at site (ex; Germany/Qatar) supporting our satellite hub equipment and providing product support to our customers. Prior to deployment, you will first be assigned to the ViaSat campus in Carlsbad, California for up to 3-6 months to receive specialized training and certification on our products, technology, and satellite networks. This includes training on SATCOM hub and terminal products, as well as encryption devices typically used in our customer's SATCOM service. Once deployed and living abroad, you will be responsible for establishing an effective supporting relationship with our customers and commercial teleport partners, in order to proactively provide timely response, corrective maintenance, and resolution to technical issues to maintain service levels. Work will involve troubleshooting teleport, product, network, customer platform, and integration issues; repair/replacement/upgrade of components; emergency break/fix activities; SW/HW/Device configuration; and associated monitoring, calibration, test, documentation, logistics, sparring, and configuration control activities.

Your sound understanding and hands-on experience with RF, SATCOM, IP/Networking, Linux, Linux based servers and Type 1 encryption devices allows you to troubleshoot and resolve a wide array of problems in a timely manner. Your ability to work independently and responsibly, and create and maintain effective customer relationships are critical to your success as well as ViaSat's continued growth in COTM market place. You will directly manage multiple customer technical support relationships in a professional manner; create weekly status reports; and attend customer meetings and internal team meetings as needed. Your energetic personality, self-initiative, dedication to the customer and aptitude for rapidly learning new technologies and products make you the ideal candidate.

Location: numerous CONUS and OCONUS

Travel to other locations and ViaSat sites will be required to participate in meetings, coordination, and training; or assist in other short term technical assignments. This may include travel to areas where hazard pay will apply (i.e. Afghanistan).

#### Requirements

6+ years' experience working with IP-based Military SATCOM systems. Working knowledge of Linux/Unix operating system/servers and IP/Networking equipment, including configuration, application and troubleshooting of routers, switches, firewall devices, traffic shapers and IP networks

Display the ability to pass skills testing for grip and static strength, dynamic lifting, and work/positional tolerances.

Bachelor's Degree in a technical discipline or equivalent work experience

US government position. US citizenship required.

Active Secret Clearance or have held one in the past two years.

Ability to travel up to 40%, including to hazardous zones, once deployed to abroad  
Ability to deploy for a minimum of one year.

#### Preferences

Working knowledge of HAIPE encryption devices, C/X/Ku/Ka band RF equipment, standard test equipment and communications theory

Hands-on experience operating and troubleshooting mobile SATCOM systems and cryptographic equipment

If interested contact Tom Fusco [813 417 7187](tel:8134177187) or email [tom.fusco@viasat.com](mailto:tom.fusco@viasat.com)



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Diversity is the AT&T way of standing apart. Equal Opportunity Employer  
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Contact Bill Wark, LM # 151. [bwark@verizon.net](mailto:bwark@verizon.net) for information.



## Client & Patient Support Engineer

### Tracking Code

176-621

### Job Description

[GetWellNetwork, Inc.®](#) provides patient engagement solutions that help health care providers engage, educate and empower patients along the care continuum. Our patient-centered platform, delivered across multiple technology platforms including mobile devices, computers and televisions, enables providers to implement a revolutionary care delivery model called [Interactive Patient Care™](#) to improve performance and patient outcomes. The company further extends the value of existing IT investments by integrating seamlessly with electronic medical record and patient portal applications.

GetWellNetwork has been recognized by [KLAS®](#) as the leader in the Interactive Patient Systems category for the third consecutive year and is also exclusively endorsed by the [American Hospital Association](#).

With more than 200 employees across the U.S., GetWellNetwork is dedicated to changing the lives of millions of patients and families every year. If you're passionate about working in a high-growth, dynamic and innovative environment that is changing an industry, then we want to hear from you!

### **Opportunity: Client & Patient Support Engineer**

The Client & Patient Support Engineer will be responsible for performing daily activities of technical support escalation team, supporting escalations for the Help Desk and GetWellNetwork account teams in the field, and working with other engineers to address client requests. This position requires the skills to successfully and effectively manage internal and external client relationships while providing technical support on the GetWellNetwork system. It requires a balance of customer service skills with the system and technical knowledge, ingenuity, and ability to solve problems that may be outside the candidate's core area of expertise. This position will be located either at our headquarters in Bethesda, Maryland or Tampa, Florida.

### **Duties & Responsibilities**

- Perform daily responsibilities of technical escalation support and product configuration requests.
- Become a knowledge expert in all aspects of the product(s).
- Respond to telephone and email inquiries from internal clients (IPC Managers) and external clients (nurses, patients, client IT departments, etc.) regarding problems with GetWellNetwork products.
- Record, research, and troubleshoot technical issues reported by clients.
- Act as primary liaison between participating groups (IPC Managers, Field Support, Software Development, and Client) to document issue, monitor progress/resolution of reported issue, and manage delivery of resolution to client.
- Provide timely communication on status and resolution of issues to client and internal team regarding service requests and escalations.
- Ensure efficiency, productivity, and quality standards are met for all clients according to established service level agreements.

#### Required Skills

- Demonstrated customer service skills, including verbal and written communication - STRONG ownership of the problem including the ability to provide thorough and effective updates to clients at the technical and leadership level.
- Comfort learning new systems and working in environments with many variables outside our direct control.
- Must be project-oriented, energetic, positive, patient, passionate, dependable, and good at multi-tasking in a fast-paced environment.
- Demonstrated work ethic, level of trust and dedication to delivering quality work that consistently exceeds expectations.
- Spanish fluency considered a plus.

#### Required Experience

- Experience providing excellent troubleshooting skills and technical support on a software/hardware product.
- Experience with at least several of the following: VNC, SSH, Linux, SVN, XML, HTML, Java, C, Embedded systems support, Scripting (Bash, etc.), Media tools (VLC, MPlayer), XUL, Javascript, Hardware cabling, AV and Video Systems, database management tools, and tools used in 24 hr/day monitored support environment.
- Able to work a scheduled shift possibly including evening, overnight, weekend shifts and rotating on-call coverage.

Job Location - Tampa, Florida, United States