



## Role Description and Person Specification

General tasks, responsibilities, and requirements of the role

Role: ***Service Delivery Manager & Technical Designer*** Contract type: ***Permanent***

Team: ***Design and Build***

Reports to: ***Head of Design & Build***

Location: ***e2e-assure SOC, Canberra, Australia***

## Standard Duties

### Purpose of role:

e2e-assure is a dynamic cyber security company who are changing the shape of the Cyber Security industry. Following our success in the UK security space we have now expanded into Australia and are delighted to be recruiting a whole new team to continue this exciting new venture.

We provide a challenging but rewarding environment where our team members are expected to develop and learn while playing an instrumental part in helping the company to do the same.

e2e-assure are working to expand our global operations and have already secured major customers in Australia. We are looking for a self-motivated, enthusiastic, and capable IT professional to join our growing team in Canberra.

Joining the company is a rare opportunity to be a part of a company with very strong foundations and establish a new business region.

This is a technical design role, and the ideal candidate will come from this background, having strong and demonstrable skills across multiple Public Clouds technologies and network design/architecture. Time will be split between Technical Design work; production of high and low-level design documentation, customer meetings, and production of service design documentation to describe key service processes.

The right candidate will be excited by new challenges, enjoy continual learning & development, be adaptable, and thrive under pressure. Flexibility is also important in this position as there will sometimes be a need to work hours more aligned to that of the UK (particularly in the initial stages of the role where support and onboarding from the wider team in the UK will be required).



## Candidate Attributes

### Essential:

- Public Cloud Certification
  - AWS Solution Architect Professional
  - Azure Solutions Architect Expert
- Networking
  - Network design/architecture experience including a solid switching, routing, and firewalling understanding, in addition to familiarity with VPN infrastructure
- Customer Communication
  - Confident engaging with customers and other stakeholders
  - Talking customers through platform designs, capturing requirements, production of high level and low-level design
- Other
  - Ability to learn quickly and effectively
  - Excellent attention to detail

### Desirable:

- Familiarity with security working practices, experience working on previous government projects
- ITIL knowledge
- Hands-on network build/administration experience
- Service design or service delivery/account management experience
- Previous experience with a security monitoring platform/ingestion of log data
- Any other public cloud experience such as Amazon AWS, Microsoft Azure, Google, Oracle



## **Additional Information**

### **Location**

This role is based mainly at our SOC in Canberra, Australia.

Some travel, including international, may be required.

### **Hours**

38 hours per week usually between 9am and 6pm but some flexibility is possible.

### **Salary and Benefits**

Competitive salary, depending on experience.

20 days annual leave.

We also offer personal R&D time and a dedicated training budget.

### **Other information**

Candidates must be eligible for an active security clearance of NV1 or above. Failure to attain this clearance may result in your employment being discontinued.

We expect e2e-assure employees to have a high standard of personal integrity, both during and outside work time, including how they present themselves online. We may conduct background and open-source checks to verify this.