

Role Description and Person Specification

General tasks, responsibilities, and requirements of the role

Role: **Service Delivery Manager**

e2e-assure is a dynamic cyber security company, successfully delivering 24/7 cyber defence to both the public and private sector and expanding rapidly as a result.

We are now looking for highly motivated, enthusiastic and experienced Service Delivery Management professional to join our thriving business. We provide a challenging but rewarding environment where you will be expected to develop and learn while playing an instrumental part in helping the company to do the same.

An IT related degree would be nice but isn't essential. It's more important that you are curious and eager to learn and embrace new technologies.

The successful candidate will engage across the various departments within the company and with our customers. You will achieve a good understanding of the overall service being delivered to our varied customer base and an appreciation of each customer's unique concerns and cyber security risks.

We will help you to stay aware of upcoming functionality within our products and toolsets and you will have the opportunity to share these features to customers, as well as providing feedback to our software development team and to shape the future of our services.

Key responsibilities will include:

- Working as part of a team to ensure outstanding levels of customer satisfaction
- Serving as the primary point of contact for customer escalation
- Overall management of the day-to-day service delivery
- Driving activities required to support the delivery of contracted services
- Understanding each customer's cyber security posture with knowledge of their key risks, threats and attack vectors
- Leading the production of monthly reports
- Identifying and guiding improvements in service delivery performance
- Ensuring services are delivered in adherence to SLAs and KPIs
- Problem management
- Change coordination
- Project management and coordination for service projects and activities
- Work with the finance and billing team to provide information required for invoicing
- Creation and management of continual service improvement plans and activities

Required Skills/Experience

- Strong and demonstrable previous experience as a service delivery professional
- Excellent interpersonal skills and the ability to engage at both a senior management and technical level
- Attention to detail
- Technical background of some description – ideally Cyber Security based



Desirable Skills/Experience

- Previous cyber security background or knowledge
- A high-level understanding of physical or virtual platform infrastructure

Some travel, including international will be required.