

Role Profile: Managed Service Business Manager

A bit about us...

Amiosec is an exciting and growing UK technology company with innovation, agility and state of the art technology at its core. We work in partnerships with UK government customers and commercial providers to deliver research, technology, products, and services in the communications security sector.

Amiosec's culture is distinctly customer focused and is driven by the desire to solve their problems through innovation, create cost-effective secure solutions and deliver exceptional services addressing ever-changing threats and advances in technology. Amiosec equally values work-life balance, a friendly and inclusive working environment including the need for flexibility such as hybrid working. We support market relevant training and certification paths to help you manage the demands of your career growth.

About the role:

Managed Services are a key strategic priority for Amiosec and this role is critical for their sustainment and future growth with responsibility for the through life and day to day management of live managed services. The ideal candidate will be an allrounder with suitable qualifications, knowledge and experience in business management, ICT service delivery and project management.

The candidate must have excellent communication skills and be able to work well with people as they will be required to interact closely with suppliers, developers, support teams and most importantly, customers. Under the general direction of Head of Products and Managed Services, the Business Manager will be responsible for:

- Through life management
 - o Create strategic service visions and roadmaps driven by experience, research including customer engagement
 - o Full-service lifecycle management
 - o Supporting continual service improvements
 - o Project manage new services and major enhancements transitioning into live
- Business management
 - o Continual competitive analysis, monitoring trends and competition
 - o Financial management, analysis and reporting of services and opportunities
 - o Sales forecasting and pipeline
 - o Opportunity management and onboard new customers
 - o
- Customer relationship management
 - o Understand the customer's environment
 - o Develop new business, identify new service opportunities and promote our capabilities for new and current customers
 - o Deal with customer business queries and orders
 - o Manage customer feedback
- Day to day management



- Create and maintain product documentation such as service descriptions, pricing and service level agreements
- Monitor service performance and provide service reports
- Service familiarisation, knowledge transfer and training support if required

Skills and experience:

- Strong financial and business acumen including the ability to analyse data and present information that supports business decision
- Experience in defining product/service vision and strategy
- Passionate about secure ICT managed services with strong technical understanding, commercial awareness and market knowledge of the UK market and customers
- Demonstrable experience in service delivery management or other relevant ICT/ technology experience(s) such as project manager delivering ICT type projects
- Excellent interpersonal and organisational skills, ability to handle diverse situations, multiple projects, stakeholders and rapidly changing priorities
- Effective verbal and written communication skills, ability to work with and appropriately influence technical and non-technical personnel at various levels
- Experience in developing customer relationships or account management
- Occasional travel may be required

Note: Due to the nature of our work, all candidates will be required to obtain and maintain an appropriate UK security clearance.

The successful candidate will enjoy a highly varied and responsible role within an exciting, dynamic and expanding technology company delivering products, services and solutions to support our growing customer needs. You will be working as part of a friendly, highly motivated, passionate, and professional organisation.

