

**IT Service Manager (M/F/D)**

**Be** **part** **of** **something** **special;** **come** **join** **the** **Secusmart Professional Services Team!**

Secusmart, a fast-growing subsidiary of BlackBerry Limited, is the leading expert in the development and implementation of comprehensive anti-eavesdropping solutions for German government agencies and emergency services as well as governments and public authorities worldwide. With teams in Germany and North America, we secure enterprise information and applications on today’s most popular mobile devices and platforms, protecting both business and personal data.

**Are you the person we’re looking for?**

Services in themselves have little value, their value lies in what they can enable a business to achieve. As part of the Professional Services team at Secusmart, you will be responsible to design policies, processes, and procedures that deliver and support customer-focused services, enabling our customers to mobilize their business processes by means of our products.

As part of customer projects, you will enable our customers' IT departments to offer their end users a service based on our solutions and to operate it efficiently. On the other hand, you will be responsible for the development of generic services that we offer in addition to our products to optimize their lifecycle in the customer environment. This will include collaboration with internal and external resources to ensure a smooth workflow and thus a successful implementation of our projects. With this understanding, we will be looking for you to be proactive in your communication with all stakeholders and to strive for excellence.

We have some of the brightest minds working on cutting edge platforms at Secusmart. Join us and you’ll become part of a team that is already leading the way and there is no telling what you could accomplish.

**What we will do for you:**

* Support your ideas and initiatives
* Provide access, market knowledge and insight into the hottest & fastest moving industries, Cyber Security & IOT
* Give you the opportunity to try new things and work with a team whose priority is driving growth, developing our portfolio and building long lasting relationships with customers
* Provide a vast amount of training and growth opportunities
* Give you access to some of the newest and cutting-edge technology
* In return for your skills, experience, and passion, we offer a great salary, bonus & outstanding benefits package

**What we would like you to do for us:**

* Plan and ensure optimum use of shared resources, administering and monitoring use against budget.
* Analyze financial data, including project budgets, risks, and resource allocation.
* Support project management in setting deadlines, prioritizing tasks, and assigning team members to various deliverables.
* Be accountable for and mitigating risk factors to ensure successful completion of projects.
* Write minutes, meeting notes and formal statements in customer projects
* Write or contribute to the writing of new contracts in relationship with customers, suppliers, and contractors.
* Monitor progress throughout the project cycle, ensuring cost and time constraints are met and acting to ensure problem resolution, as necessary.
* Interact with various stakeholder internally and externally to obtain or provide program, technical and progress data.
* Liaise with internal departments including Product Management, Development, Finance, and Sales and externally with customers, suppliers, and contractors.

**What we need you to bring:**

* A bachelor’s degree in the field of IT or engineering or equivalent combination of education and experience.
* A track record of IT service design for complex organizations, preferably public authorities or in corresponding consulting activities
* An independent and systematic way of working
* Exceptional interpersonal skills
* Enthusiasm, assertiveness, resilience, and flexibility
* Desire and ability to familiarize oneself with our products and solutions
* Excellent English and German skills, both written and spoken
* Willingness to travel domestically and internationally with availability for consulting activities at the customer's site
* A soft spot for mobile technologies and IT security
* Certifications such as ITIL are desirable

**Interested in hearing more? Then we would love to hear from you.**

**An Absolute Commitment to Equality**

It is the policy of BlackBerry to ensure equal employment opportunity without discrimination or harassment on the basis of race, colour, creed, religion, national origin, alienage or citizenship, status, age, sex, sexual orientation, gender identity or expression, marital or domestic/civil partnership status, disability, veteran status, genetic information, or any other basis protected by law.

**EEO Minorities/Females/Protected Veteran/Disabled**

BlackBerry strives to create an accessible and inclusive application and selection process and is committed to working with and providing reasonable accommodation to job applicants who may require provisions to participate in the selection process. Should you require an accommodation, please contact recruitment@blackberry.com to discuss your needs.