

Service Operations Specialist

Description

The Service Operations Specialist will report to the VP of Engineering (Heartland) to help support the Services and Project Management leadership teams with pre-sales tracking and services delivery tasks. Roles and Responsibilities: Assist VP of Engineering in monitoring services related reporting including: Services pipeline WIP (Work in Progress) reporting Proposal status and timelines for execution and delivery Responsible for working with internal Vendor Relations Management (VRM) team to help manage certifications Responsible for proposal creation and workflow (i.e. Statements of Work, Change Orders, Vendor Delivered Services, Sub-Contractor Services, etc) Input accurate data into COGS / SalesForce/JIRA Submit proposal requests to the Proposal Support Group (PSG) Work with the relevant teams to ensure accuracy of the SOW Work with the Account teams to properly forecast projects Responsible for working with internal teams to address Invoicing / Accounting Issues Document the full lifecycle of the services process and maintain updates, as needed Ensure a strong internal customer experience by maintaining a high level of communication and professionalism to the team: sales, delivery personnel, PMO, PSG, and GuidePoint Security stakeholders Manage staff augmentation process Scoping/Gathering information for client needs/requirements Managing the interview process with internal and client resources Working with internal teams to onboard resources Provide oversight on projects Any additional tasks associated with the lifecycle of subcontractors Experience Requirements: At least 5 years IT, security or business-related experience Experience in services delivery or project management Security certification or project management a plus Experience with cybersecurity technologies is a plus Bachelor's degree in a relevant discipline or equivalent experience Strong organizational skills Ability to multi-task effectively Comfortable working in an independent, fast paced environment Effective communication skills (written and verbal) Please mention the word **LIONHEARTED** and tag RMzUuMjQ1LjExOS4yNDA= when applying to show you read the job post completely (#RMzUuMjQ1LjExOS4yNDA=). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Job listing via [RemoteOK.com](https://www.RemoteOK.com)

Hiring organization

GuidePoint Security

Job Location

Kansas City, Missouri, United States

Base Salary

\$ 50000 - \$ 200000

Date posted

May 9, 2024

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