

JOB DESCRIPTION

Title of Position	Vice-President, Global Services
Department	Operations
Immediate Supervisor	Chief Operating Officer
Location	Blainville

Summary:

The Vice-President, Global Services will be fully responsible for the strategic direction, operational execution, and delivery across multiple geos and functions. The VP, Global Services will provide strategy and executive leadership to set a clear and ambitious vision while thinking holistically about delivering services efficiently and overseeing project management. The VP, Global Services will provide key inputs for strategic positioning and ensure that Hitachi Systems Security is appropriately represented at important conferences, workshops and other global platforms. The VP, Global Services will manage a team of information security professionals and has global leadership responsibility for all technical staff. The VP, Global Services will oversee the smooth, effective operation of multiple concurrent strategic projects targeted at diverse client base. The VP, Global Services must ensure excellent customer relations, as well as engage in high-priority interactions with clients.

Primary Responsibilities:

- Oversee the delivery of all services to Hitachi Systems Security's global client base by managing a geographically distributed team of information security professionals and sub-contractors who provide monitoring and/or deliver advisory, architecture, planning, assessment and technical verification consulting services;
- Provide leadership for the overall operating performance of the business;
- Evaluate operational processes and procedures, and develop strategies and implementation plans to improve and standardize all aspects of operations;
- Is accountable for capacity management of Hitachi Systems Security's Managed Security Services (MSS) and Professional Services (PS) organization;
- Ensure that ongoing service delivery and support meets agreed upon customers' requirements;
- Ensure that all risks associated with the service are managed appropriately;
- Identify opportunities for improvement and develop strategies to continuously improve the quality and efficiency of service delivery activities.

Qualifications Required:

- 15+ years of proven leadership in global organizations and roles in a variety of industry verticals
- BSc or MSc in management, business administration and/or in a security related discipline
- Relevant industry certifications (CISSP, CISA, CISM, etc.)
- Experience in identifying industry trends and applying this intelligence to the benefit of the organization
- Excellent knowledge of the IT/Cyber security industry, with proven experience at senior leadership levels in various industry verticals
- Must be able to prioritize professional services that will benefit the company, as well as an impact key business metrics
- A skilled communicator with the ability to translate highly technical content into clear messages to diverse audiences in an authentic and compelling manner
- Passionate about client satisfaction
- Demonstrated political acuity and great skill supporting and serving both management and governance at the most senior levels
- A business acumen and a strategic ability to link current and future offerings to Hitachi group companies
- Excellent written and oral communication skills, and proven presentation skills

We offer

- Thorough in-house, expert training on cutting-edge technology
- Dynamic work environment in new and modern office
- Team spirit and dedication to service excellence
- Sense of belonging to a global, brand-name organization