SERVICE DELIVERY SPECIALIST

JOB SUMMARY

Impulse Point is a rapidly growing company focused on addressing the challenges of instituting Network Access Control (NAC) policies relating to intellectual property, endpoint security, and regulatory compliance within large, heterogeneous enterprise environments.

The Service Delivery Specialist (SDS) position will be responsible for Service Delivery and Customer Support for Safe•Connect clients and partners and report to Impulse Point’s Service Delivery Manager (SDM).

The ideal candidate will be a high energy, extrovert willing to work within a fast pace and high pressure atmosphere to support the dynamic and varied environments and needs of Impulse Point’s customer base.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manage Delivery of Customer Installs/Pilots/POCs to Success Criteria
- Strategic Product Development and Prototyping Initiatives
- Security Integration Projects (802.1x, IDS, Wireless, Router Cert)
- Technical Sales Support - Product Consultant (SME)
- Level 2-3 Customer/Network Support & Customer Advocate, as required
- Responsible for maintaining superior-level of Customer Satisfaction
- Assist in QA/Testing new versions of Safe•Connect with a focus on enhancing End User Experience and Optimizing Network Integration
- Stay Current with Product Information, Changes and Updates
- Participate in On-call Rotation with other customer support engineers
- Other duties as assigned

EDUCATION AND EXPERIENCE

- Working knowledge of wired, wireless, and VPN network technologies
- Successful Customer-facing Service Delivery Management Expertise
- Technical-level Customer Support Experience
- Knowledge of Relevant Customer Support Tracking Procedures and Tools
- Project-oriented Network Consulting Experience, CCNA Certification Desired
- Technical Sales Support Background
KEY COMPETENCIES

- Oral and written communication skills
- Independent Learning skills
- Customer service orientation
- Problem analysis and Problem-solving skills
- Adaptability/Ability to Change
- Planning and Organization skills
- Attention to detail and timely follow-up
- Stress Tolerance
- Understanding of Internet security disciplines and technologies like firewall, networking, authentication, antivirus, etc.
- Successful participation in technology start-up environments

Impulse Point offers a highly competitive compensation package and the professional advantage of an environment that recognizes your contributions and supports continued personal development. Impulse Point offers a comprehensive benefits package which includes Medical / Dental / Vision Insurance Plan options, Flexible Spending Accounts, Health Savings Accounts, 401K Retirement Plan, Life Insurance, Equity Participation, Vacation, Sick and Holiday Paid Time Off, and Tuition Reimbursement.

Impulse Point is an Equal Opportunity Employer.