



Inspiring the cyber security community

SERVICE PROGRAMME MANAGER

THE BEST WAY TO A GREAT CAREER IN CYBERSECURITY

Do you want to boost your skills and join the Belgian leader in cybersecurity?

We are looking for new talents!

Do you recognise yourself below? **Don't wait and apply!** We will get back to you within seven working days.

About us

Founded in 2001, Approach is **the Belgian leader in Cybersecurity**, held by a world-renowned shareholder, building **trust** for businesses in the digital world. Leveraging a large pool of certified professionals in GRC, Cybersecurity and development, we strengthen businesses' cybersecurity and resilience posture by adopting a risk-based and layered security strategy.

Our customer base's diversity offers **our consultants a unique opportunity** to work on **multiple innovative and challenging projects with cutting-edge technologies and tools** according to **their background and interests**.

Our **fast sustainable growth**, our **leading position** and **international ambition** also offer **great internal career opportunities** driven by our practice leaders and career counsellors.

Join Approach and you will become **a member of our Cybersecurity competence centre**. At Approach, we don't view certifications as a marketing artefact. We are **always investing in our talents**, offering training and coaching them to develop their skills. Our people are all **certified professionals who aim to build their knowledge continuously**.

By joining Approach, you will also have the **advantages** of working in a **human-scale company where each individual makes the difference in a healthy and pleasant atmosphere**. Our team counts 80

people and promotes **excellence**, close **collaboration** through regular team meetings, direct communication and feedback, dynamism, and fast decision-making.

Our offices are located in **Louvain-la-Neuve** and the city centre of **Antwerp**, offering you a job next door with either a wide range of amenities (restaurants, fitness centre, childcare nursery...) in a traffic jam free zone or a great view of the Scheldt river.

Your role

We are looking for an **SERVICE PROGRAMME MANAGER to join our team in the IT & Cybersecurity world**. Holding a key transversal position, your role consists in the development of a PMO philosophy across all company divisions and the development of our service management framework to optimize the management of numerous customer related and internal projects and our products and service delivery.

Your main missions will consist of:

Programme & project Management framework

- You will lead the development, implementation and management of a PMO philosophy across all divisions of our company for all customer related and internal projects:
 - Analyse our business needs and customer reporting expectations
 - Define & Implement a consistent project management methodology and framework, taking into account the level of complexity and integrating dimensions such as budget, timeframe and staffing to maximise resources allocation
 - Develop consistent and ready-to-use support material to run projects more efficiently
 - Cascade the new philosophy to all our consultants and ensure to get their buy-in
 - Accompany the change, share best practices and ensure daily coaching and training of newcomers
 - Develop a dashboard for top management to ensure a 360° view and an anytime up-to-date situation on projects to identify opportunities & risks and facilitate the decision taking process
 - Collect customers' feedbacks & level of satisfaction and continuously challenge and improve the project life cycle follow-up
 - Ensure optimal collection, storage and sharing of the acquired and developed know-how and material

Service Management framework

- Identify among our portfolio the appropriate and innovative strategy for each solution in close collaboration with dedicated task forces and business leaders
- Define a best of class cyber security service framework and the optimal service level options to promote towards our customers that make sense for Approach's business model
- Develop relevant material for our consultants and ensure proper implementation and coaching
- Be the ambassador of shift of mindset into a service -oriented approach
- Manage customer escalations

Solutions delivery & cross functional internal and external interactions

- Advise the Practice Leads & Portfolio Manager in the identification of our core activities / activities to outsource to optimize our value chain and to ensure an efficient and cost effective implementation of each solution
- Advise key internal stakeholders in possible partnerships for outsourced/subcontracted activities
- Liaise with our Portfolio Manager and Business Leaders to select the appropriate tools, ensure optimal integration in our IT general landscape (requirements, development and testing) and that all related reporting needs are covered
- Participate to the definition and management of partners service level agreements
- Monitor projects, products & service performance with the business leaders and interact with customers where appropriate to ensure best-in-class delivery
- Make improvement recommendations and build on customer feedbacks to improve our service & programme frameworks and maximize future performance

Your profile

- You hold a Master in ICT or equivalent
- You have acquired a broad experience (min 5 years) in a large scale project management environment (as a Programme/Project Manager), preferably in Information or Cyber Security
- You have experience as a Service Programme Manager, familiar with the management of SLA's, preferably in ICT or Cyber Security
- You have an helicopter view, a deep knowledge of analytical techniques

- You have strong resource management and financial skills
- You have a strong customer focus
- You aim to develop solutions that make sense for the business and strive for efficient ways of working
- You have excellent communication and persuasion skills
- You are a natural leader to accompany change processes and coach all involved parties
- You master English with a good knowledge of French & Dutch
- Agile, PMO and ITSM methodologies are not a secret to you
- Certifications in CISSP, CISM, ITIL, PM (Prince2, Agile, PMBok, ..) or in SOC, incident handling are strong assets

You are by nature:

- curious, eager to learn new things
- enthusiastic
- committed
- proactive
- a real team player

We offer you

An attractive and performance-rewarding compensation package



Attractive
Salary



Food Vouchers



Company Car



Fuel Card



Group Insurance



Two locations: Antwerp
& Walloon Brabant



Home Working



Company
Computer



Hospitalisation
Insurance

Interested? Don't wait and send us your application to jobs@approach.be. We will get back to you within seven working days!