

## Job Description

### Service Delivery Operations Administrator (OA)

SPHERE is searching for an Operations Administrator to support the service delivery team. This role will primarily support the VP of service delivery but will also collaborate with the wider team to enhance the VP's productivity. This is an exciting opportunity to be part of a growing Cybersecurity company.

If you are a self-starter who enjoys problem solving, collaborating on Agile teams, and thrives in a fast-moving, ever-changing startup environment, then read on!

#### Essential Functions:

- Heavy calendaring and schedule coordination
- Develop and implement process mapping and documentation procedures (technical writing) from the ground up
- Review current process documentation and identify gaps in content
- Track client RAG status and alert the VP when appropriate
- Onboard engineers to client environments as needed
- Resource management and team scheduling (track PTO, timecards, etc)
- Produce reports using Excel and other PM tools
- Proactively monitor short term commitments and follow up regarding next steps
- Research and schedule employee training and team building activities
- Develop a high-level understanding of the interworking's of the service delivery team and proactively identify issues/conflicts in order to more effectively support the VP.
- Ability to be in the office 5 days per week (remote if VP is traveling)

#### Requirements:

- Industry knowledge or previous experience working at a tech vendor
- Microsoft Excel proficient; Ability to effectively represent data as well as draw information from data sets
- Background in service delivery and awareness around the sensitivity of client interactions
- Excellent written and verbal communication skills with superior attention to detail
- Excellent interpersonal skills with ability to establish relationships with internal and external stakeholders
- Technical writing experience strongly preferred
- Strong analytical and problem-solving skills
- Results driven and a collaborative mindset



- 3+ years of experience in an administrative position supporting senior-level executive

**Bachelor's degree required [To Apply](#)**

Send your resume to [careers@sphereco.com](mailto:careers@sphereco.com)

## About SPHERE

SPHERE is an industry-disrupting organization that has redefined how companies achieve controls across their environment. We've productized 10 years+ of experience into a purpose-built automation platform, SPHEREboard. The solution provides an innovative approach, starting with collection and incorporating remediation, of your most critical data, privileged accounts, on-prem Messaging and O365 assets. Our mission is to provide best-of-breed software and services for all your access governance needs. Our office is headquartered in Newark, NJ, across from the Newark Prudential Center and Newark Penn Station. SPHERE is an equal opportunity employer. Applicants will be evaluated without regard to race, color, religion, sex, national origin, disability, veteran status, and other legally protected characteristics.