



## **Job Description**

**Job Title:** Business Development Manager (Germany)

**Reporting to:** Country Lead, (Germany)

**Location:** Homebased (Essen)

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### **Job Purpose:**

Responsible for driving revenue growth in Germany and Austria within the critical infrastructure sector, with a focus on Operational Technology (OT) and Industrial Control Systems (ICS), by leveraging the SANS product portfolio. This includes expanding relationships with organisations that manage key infrastructure—such as energy, utilities, transport, and manufacturing—while addressing the unique cybersecurity, regulatory, and compliance needs of these critical sectors. The role involves securing new, high-value contracts and ensuring SANS solutions align with Germany’s stringent security standards for critical infrastructure. Activities will support efforts to protect OT and ICS environments from evolving cyber threats, ensuring the resilience and continuity of essential services. All efforts will adhere to the SANS brand, values, and mission.

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### **Main duties and responsibilities:**

#### **Client Relationship Management**

- Responsible for the management and growth of existing selected Tier 1 Critical Infrastructure customers, including organisations in sectors such as energy, utilities, transportation, and manufacturing.
- Act as the primary point of contact for assigned accounts within the critical infrastructure sector, ensuring seamless communication and timely response to customer needs.
- Ensure customer success and satisfaction by delivering a tailored, high-quality experience that meets the unique cybersecurity, regulatory, and operational requirements of critical infrastructure clients.
- Conduct regular, effective Customer Account Reviews with assigned Tier 1 clients to ensure ongoing alignment with business objectives, industry developments, and evolving security threats to critical systems.
- Proactively network within the critical infrastructure sector, attending industry-specific events and forums to strengthen relationships, stay informed on market trends, and identify new business opportunities to support the resilience of OT and ICS environments.



### **Business Development**

- Gain a comprehensive understanding of the SANS product portfolio, with a specific emphasis on solutions relevant to critical infrastructure sectors such as energy, utilities, transportation, and manufacturing, to generate quality opportunities and differentiate our offerings from competitors,
- Stay updated on the latest trends, regulations, and developments within the German critical infrastructure landscape, including emerging cybersecurity threats, regulatory changes, and industry-specific compliance requirements.
- Effectively communicate the SANS business strategy and its relevance to critical infrastructure sectors, aligning solutions with industry-specific challenges such as compliance with Germany's IT Security Act (IT-SiG), NIS Directive, and risk management for OT and ICS environments.
- Drive year-on-year revenue growth across key critical infrastructure accounts in Germany, in line with agreed sales targets and key performance indicators (KPIs).
- Responsible for accurate monthly sales forecasting and ensuring all activities and opportunities are logged in the business CRM, maintaining transparency and alignment with the broader sales strategy.
- Represent SANS in Germany's critical infrastructure sectors, translating evolving industry developments and cybersecurity risks into tailored, customer-driven solutions that protect OT and ICS environments from cyber threats, ensuring operational resilience and regulatory compliance.

### **Other**

- Manage and deliver agreed targets, KPIs, and objectives specifically within Germany's critical infrastructure sectors, focusing on operational technology (OT) and industrial control systems (ICS) in industries such as energy, utilities, transportation, and manufacturing.
- Effectively manage invoicing and aged debt processes within the critical infrastructure portfolio, ensuring prompt payment from customers and maintaining strong financial relationships with key German infrastructure clients.
- Build peer and executive relationships both within the critical infrastructure sector and across the wider SANS teams, fostering collaboration to address sector-specific challenges such as regulatory compliance, cyber threats, and OT/ICS security.



- Maintain and enhance the SANS brand and mission, positioning it as a trusted cybersecurity provider to Germany's critical infrastructure sectors, focusing on securing vital OT and ICS environments against evolving threats.
- Carry out additional responsibilities as requested by the Management Team, contributing to strategic initiatives that drive the protection and resilience of Germany's critical infrastructure.