

Senior Technology Continuity Engineer

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Company: Zendesk

Location: Kraków

Category: computer-and-mathematical

Job Description

As a Senior Technology Continuity Engineer at Zendesk, you will play a crucial role in identifying, assessing, and mitigating risks that could impact our technical and business operations and services. You will work closely with cross-functional teams to develop and maintain technology continuity plans, assess technical vulnerabilities, and contribute to the overall resilience of our organization's technical infrastructure. Your primary areas of focus will include managing and maintaining our Global Vendor Resilience Program, supporting and enhancing our Continuity Exercise Program as well as supporting the annual Business Continuity and Technology Continuity lifecycle.

What you'll be doing

Building and supporting our Global Vendor Resilience program as we continue to grow the program across all vendor management areas within the company. This includes teaming with procurement to conduct new and existing vendor resilience assessments as well as reporting and presenting the findings from those assessments.

Supporting the Continuity Exercise Program through planning, facilitation, reporting on risks and issues as well as tracking actions items to completion.

Collaborate with stakeholders to identify and assess technical risks that could disrupt business operations.

Develop and maintain comprehensive business continuity and disaster recovery plans

for technical systems and services.

Conduct risk assessments and business impact analysis to prioritize recovery efforts.

Identify and implement technical controls and safeguards to reduce vulnerabilities and mitigate potential threats.

Monitor and analyze technical incidents, including system outages and cyberattacks, to improve incident response and recovery processes.

Stay up-to-date with industry trends and emerging threats to proactively adapt continuity plans and security measures.

Assist in the development and documentation of technical procedures and best practices related to continuity and resilience.

Provide guidance and training to employees on continuity-related policies and procedures.

What you bring to the role

Experience in technology and business continuity planning, risk management, or a related role.

Experience with vendor resilience or supply chain management.

Experience with planning and facilitating technology and/or business continuity exercises

Experience working in BCM Tools, specifically Fusion Risk Management

General Technical background and understanding of systems, networks, and infrastructure.

Familiarity with disaster recovery and continuity planning frameworks and standards (e.g., ISO 22301, NIST SP 800-34).

Proficiency in risk assessment methodologies and tools.

Excellent communication and documentation skills.

Ability to work collaboratively with cross-functional teams.

The Poland annualized base salary range for this position is zł268,000.00- zł402,000.00. Please note that while the salary range represents the minimum and maximum base salary rate for this position, the actual compensation offered will be based on job related capabilities, applicable experience, and other relevant factors. This position may also be eligible for bonus, benefits, or related incentives that will be communicated during the offer stage.

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