|  |  |  |  |
| --- | --- | --- | --- |
| Director – Barrier Assurance (Eastern Hemisphere) | | | |
| Department: | Operations & Client Business Delivery | Manages Others: | Yes | |
| Reports To: | Chief Operations Officer | Travel: | Domestic, International, On- & Offshore | |
| Position Type: | Full-Time Exempt | Location: | Aberdeen UK or Stavanger Norway | |
|  | | | | |
| Job Description | | | | |
| The Director – Barrier Assurance (Eastern Hemisphere) will be IPT Global’s first leader based in the Eastern Hemisphere, responsible for establishing and growing the company’s presence in the region while ensuring seamless integration with U.S. operations. This highly visible role combines strategic business development with operational leadership, driving new client acquisition, expanding relationships with existing customers, and increasing revenue through innovative product and service offerings.  The Director will champion health, safety, and quality standards, ensuring all work meets IPT’s HSSE protocols. They will act as a trusted partner to clients, providing exceptional service, technical expertise, and project management while actively gathering feedback to inform product development. Collaborating closely with executive and cross-functional teams, the Director will identify opportunities to optimize the customer experience and support adoption of new technologies. This role demands a proactive leader who can represent IPT as an industry thought-leader, manage key initiatives, and lay the foundation for long-term growth in the Eastern Hemisphere market.  **Duties and Responsibilities**  Health, Safety, Sustainability, Environment   * Demonstrate visible safety leadership and consistently reinforce IPT’s safety priorities to staff. * Ensure all team members follow HSSE and quality protocols and processes, with specific attention to cybersecurity and accurate documentation.   Business Development   * Collaborate with U.S.-based executive leadership to define and execute the Eastern Hemisphere business development strategy. * Drive new business generation by cultivating and converting qualified leads into client engagements. * Increase revenue from existing clients by expanding product offerings and IPT’s footprint into new operating groups and regions. * Represent IPT at industry events—including seminars, trade shows, and professional forums such as conferences and work groups—to promote company capabilities and solutions. * Introduce IPT’s product offerings to customers through targeted presentations, demonstrations, and marketing activities. * Foster and maintain strong customer relationships, building new connections throughout client organizations. * Deliver exceptional customer service, ensuring all client requests are addressed promptly and that improvement suggestions are documented and acted upon. * Regularly solicit and record customer feedback to guide solution development. * Partner with internal teams to develop and execute strategic marketing and sales plans.   Customer Service and Satisfaction   * Serve as the primary point of contact for all client needs and concerns, integrating commercial strategy with internal teams to ensure seamless service delivery. * Develop and execute annual client development plans, reporting KPIs and progress while making challenges visible to leadership for timely resolution. * Build and strengthen client relationships to foster long-term partnerships. * Upsell and cross-sell IPT products and services to expand engagement with current clients. * Secure opportunities to extend IPT services into additional areas of customer operations and maximize the value of existing offerings. * Ensure the delivery of high-quality service, technical support, and project management by working closely with internal teams to align on expectations. * Maintain exemplary data management practices, ensuring accurate, up-to-date, and visible client records. * Solicit, track, and report customer feedback using approved systems and methods.   Engineering Support Responsibilities   * Serve as a Subject Matter Expert (SME) on all IPT solutions, providing offshore project support as needed. * Create and deliver high-quality, impactful reports and after-action reviews (AARs) that demonstrate value to clients, actively seeking feedback to ensure insights are relevant and meaningful. * Analyze client performance data, consult with internal experts, and deliver clear recommendations for improvement.   Personnel Management   * Manage and clearly document team performance, ensuring delivery meets agreed standards. * Address unsatisfactory performance or behavior promptly, following established HR processes. * Ensure adherence to all departmental, company, and HR processes and policies. * Actively contribute to the creation, refinement, and evolution of internal processes. * Collaborate with internal teams to proactively identify opportunities to enhance the overall client experience.   All other duties assigned.  **Preferred Requirements**   * Proven / in depth experience of working in drilling, completions, intervention, and P&A projects. * Sound knowledge of IPT with hands-on software experience or other equivalent work experience. * Bachelor’s degree in engineering or equivalent from accredited university. * The ability to include nights/weekends and work extended hours is required. * Must be able to travel as needed to rig site and client offices.   **Competencies**   * **Business Acumen**: Understands business implications of decisions; Conducts cost-benefit analyses; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals. * **Communications:** Expresses ideas and thoughts verbally. Expresses ideas and thoughts in written form. Exhibits good listening and comprehension. Keeps others adequately informed. Selects and uses appropriate communication methods. * **Consultative Selling:** Qualifies potential customers. Builds rapport and establishes trust. Asks questions to discover client business needs. Applies product and market knowledge effectively. Presents solutions that meet customer objectives. Manages and documents sales process. * **Managing Customer Focus:** Develops new approaches to meeting customer needs. Establishes customer service standards. Monitors customer satisfaction. Promotes customer focus. Provides training in customer service delivery. * **Strategic Thinking:** Adapts strategy to changing conditions. Analyzes market and competition. Develops strategies to achieve organizational goals. Identifies external threats and opportunities. Understands organization's strengths and weaknesses. | | | | |

I have reviewed this job description and agree that it accurately describes the job’s requirements and primary duties.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Name Printed Employee Signature Date