

Security Operations Center (SOC) Supervisor

As a member of the Versos team we strive to become our clients' trusted advisor, a position that enables us to fully understand our client's needs and empower them to achieve their business and security objectives.

To perform this job successfully, you must be able to provide extremely high quality work products and client support.

Job requirements:

- Follow up on tickets and ensure the closure of the problem as per the SLA.
- Preventive maintenance - scheduling, follow up and reporting.
- Ensuring the backup for all security devices and systems is done.
- Liaises with vendors as and when needed.
- Involving in the design issues (adding route).
- Involving in incident management, problem management and change management Activities.
- Coordinating with helpdesk and handling escalations from helpdesk.
- Escalating the unresolved issues to the project manager.
- Finding the root cause of the security problem with the project manager.
- Identifying the best solution to resolve the security problem.
- Escalating problems to the vendor and ensuring proper closure.
- Weekly and monthly reporting of all the tickets to the project manager.

Qualifications and Experience:

- Expert knowledge of security systems (Firewalls [CISCO, Juniper, Fort iGATE], IPS, Mail Gateway, Antivirus, SSL-VPN Access control AAA)
- Experienced with Operations Management
- Experienced as Team organizer
- Significant experience and skills in operation and support
- Familiar with TCP/IP network environment
- At least 5 years experience with Data Network security

Interested applicants should send their resumes with references to careers@versos.com.sa with the subject of SOC Supervisor.