GSOC Security Systems Lead

Job ID
REQ-10034955

12 22, 2024

India

The GSOC Security Systems Lead is responsible for overseeing the management and maintenance of all security systems within the Global Security Operations Center. This role requires a highly skilled individual with expertise in security technology, system integration, and team leadership. The GSOC Security Systems Lead ensures that all security systems are operating effectively and efficiently to support the organization's security operations.

About the Role

1. Security Systems Management:

- Oversee the operation and maintenance of all GSOC security systems, ensuring they are functioning correctly and efficiently.
- Monitor system performance and implement upgrades as necessary.
- Ensure all security systems are integrated and work seamlessly together.

2. System Integration and Optimization:

- Work with IT and other departments to integrate new security technologies and systems.
- Optimize system configurations to improve performance and security.
- Develop and implement protocols for system use and maintenance.

3. Communication and Coordination:

- Serve as the primary point of contact for all security system-related issues.
- Maintain clear and open lines of communication with internal stakeholders and external vendors.
- Develop and maintain relationships with security system vendors and service providers.

4. Maintaining GSOC Metrics:

- Ensure accurate and timely reporting of all GSOC metrics.
- Monitor and analyze metrics to identify trends and areas for improvement.

5. Review and Maintain WPDs (Working Process Documents):

- Regularly review and update Working Process Documents to ensure they reflect current procedures and policies.
- Ensure all team members are familiar with and adhere to WPDs.

6. Ensure Senior Analysts and Analysts Adhere to Their Responsibilities:

- Supervise the work of Senior Analysts and Analysts to ensure they fulfill their duties.
- Provide guidance and support to team members as needed.
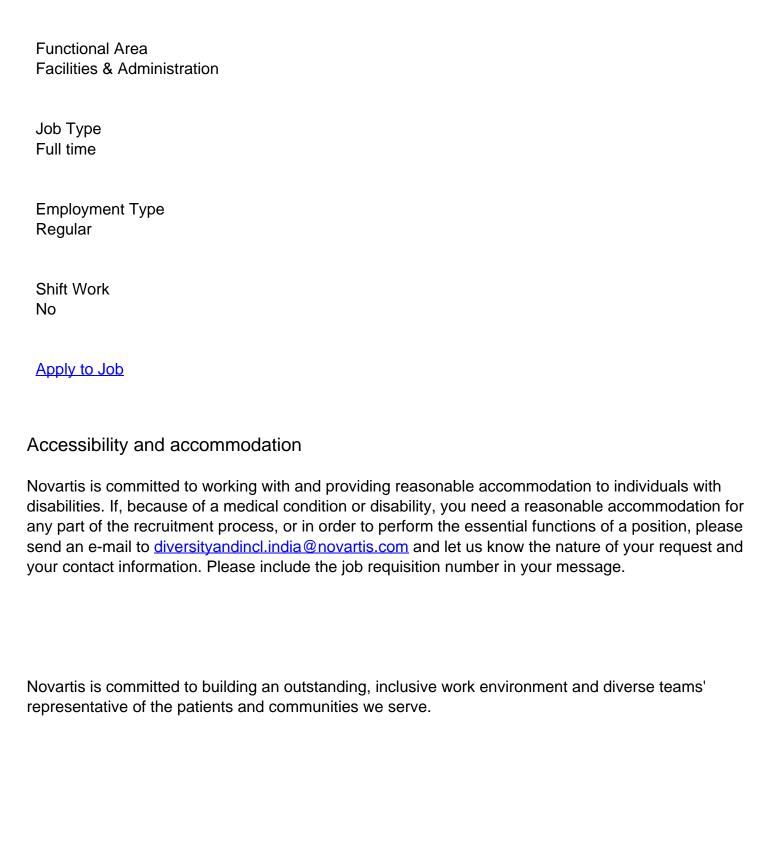
7. Data Management and Organizing:

- Oversee data collection, storage, and management processes.
- Ensure data integrity and accuracy in all records and databases.

8. Assist Management with Special Tasks:

- Provide support to management with special projects and tasks as required.
- Take initiative to streamline operations and enhance efficiency.

9. Review Trackers and Data Maintained by Analysts and Senior Analysts and Raise Concerns as required:

- Regularly review trackers and data for accuracy and completeness.
- Identify and address any discrepancies or issues promptly.

10. Take Up the Role of Senior Analyst in Their Absence:

- Assume the responsibilities of a Senior Analyst when they are unavailable.
- Ensure continuity of operations and maintain high standards of performance.

11. Equipment Maintenance (GSOC) and Issues Reported and Resolved ASAP:

- Ensure all GSOC equipment is properly maintained and functioning.
- Report and resolve any equipment issues promptly to minimize downtime.

12. Maintain Updated SSC List Quarterly:

- Regularly update and maintain the SSC (Security Support Center) list.
- Ensure all information is accurate and up to date.

13. Coordinate with Multiple Stakeholders for Smoother Operations:

- Liaise with various stakeholders to ensure smooth and efficient operations.
- Foster strong working relationships to enhance collaboration and communication.

14. Policy and Procedure Development:

- Develop, implement, and update policies and procedures related to security system management and operation.
- Ensure compliance with all relevant regulations and industry standards.

15. Preparedness and Training:

- Conduct regular assessments of system vulnerabilities and implement mitigation strategies.
- Develop and implement training programs for GSOC staff on security system operation and maintenance.
- Organize and conduct drills and exercises to test system readiness and response capabilities.

Certifications:

    Honeywell or similar certifications in alarms and CCTV monitoring.

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Operations

Business Unit
CTS

India

Hyderabad (Office)

Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area
Facilities & Administration

Job Type
Full time

Employment Type
Regular

Shift Work
No

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Accessibility and accommodation

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