

Senior Analyst GSOC

Job ID
REQ-10024933
Oct 04, 2024
India

Summary

Supervise Alarms Monitored/Calls/VMS/Axis Companion, handle Emergency Calls, HOTO (Handover and Takeover of Shifts), Health Check of CCTV/Integrated Devices, Tracking Events Monitored, Maintaining Shift Ops Integrity, GSOC Mailbox Supervision, Generate Reports, Task Assignment, Key performance indicators, Probation Assessment, Training Oversight, Maintaining WPD's, Acting Team Lead, Special Projects

About the Role

The responsibilities of a GSOC (Global Security Operations Center) Senior Analyst include:

HOTO (Handover and Takeover of Shifts):

- Senior Analysts are responsible for ensuring smooth transitions between shifts by conducting thorough handovers and takeovers.
- They provide updates on ongoing security incidents, share relevant information with relievers, and ensure continuity of operations.

Supervise Alarms Monitored/Calls/VMS/Axis Companion:

- Senior Analysts supervise the monitoring of security alarms, incoming calls, and the operation of Video Management Systems (VMS) and Axis Companion.
- They ensure that operators follow established protocols for handling alarms and calls, and they provide guidance or assistance as needed.

Emergency Calls:

- Senior Analysts handle emergency calls, provide appropriate responses and coordinate with relevant stakeholders.
- They should prioritize calls based on urgency and severity to ensure timely and effective resolution of incidents.

Health Check of CCTV/Integrated Devices:

- Senior Analysts overlook regular health checks of CCTV cameras and other integrated security devices, conducted by analysts.

- Should identify and address technical issues or malfunctions and coordinate with IT or maintenance teams for resolution as needed.
- Should maintain a tracker of the raised service tickets and their ETAs pertaining to Integrated Security Systems.

Tracking Events Monitored:

- Oversee events monitored by the analysts in real-time, ensuring that appropriate actions are taken to address them.
- Should maintain a log of events, documenting details such as time, location, nature of the incident, and response actions taken in detail.
- Prepare and present incident/country briefs in a very succinct manner.

Maintaining Shift Ops Integrity:

- Senior Analysts are responsible for maintaining the operational integrity of their shift, ensuring that all tasks and responsibilities are carried out efficiently and effectively.
- Should monitor analysts' performance, provide mentoring, guidance or coaching as needed, and address any operational challenges or issues that arise during the shift.

GSOC Mailbox Supervision:

- Senior Analysts oversee the GSOC mailbox, monitoring incoming emails, messages, or notifications related to security incidents, requests for assistance, or other relevant information.
- Should ensure that emails are promptly triaged, responded to, or escalated as necessary.

Generate Reports:

- Senior Analysts generate reports on security incidents, alarms, calls, and other operational activities to document performance metrics, trends, and noteworthy events.

Task Assignment:

- Work on various tasks and projects assigned by leads or management.
- Participate in various training programs as assigned by the management.

Probation Assessment:

- Conduct probation assessments for GSOC analysts.
- Evaluate performance, provide feedback, and determine if probationary goals have been met.
- Document findings and recommendations.

Training Oversight:

- Monitor the completion of assigned training modules for team members.
- Ensure compliance with training schedules and requirements.

- Provide additional support and guidance as needed.

Special Projects:

- Assist Team Leads in executing special projects.
- Provide analytical support, data gathering, and project management assistance.

Maintaining WPD's:

Assist the Team Lead with the below:

- Update existing Working Practice Documents to reflect current practices.
- Create new WPDs to streamline and standardize procedures.
- Ensure all WPDs are clear, comprehensive, and accessible to relevant team members.

Acting Team Lead:

- Assume the role of Team Lead in their absence.
- Manage team activities, ensuring continuity of operations.
- Address any immediate team concerns or issues.

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Division
Operations
Business Unit
CTS

Location

India

Site

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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