



WE ARE LOOKING FOR A **OPERATIONS SECURITY COORDINATOR**



KEY ROLE

The Operations Security Coordinator is responsible for becoming the peacekeeper of our security environment – wherein you will always be ahead of the curve. This position reports directly to Heads of Operations. Supports the Operations Management in the roll-out of account initiatives by establishing accountability for administrative needs. Provides administrative assistance to all associates within the account.



RESPONSIBILITIES

- Seeks immediate action and resolution to administrative concerns, inquiries and issues of the account by the accurate gathering and cascading of information to and from applicable units.
- Provides administrative and security analysis support for the Operations Team by coordinating with various internal departments.
- Provide threat and vulnerability analysis as well as security advisory services. It's all about keeping the team informed, as one source of information.
- Performing a risk assessment analysis on current risks and identifying potential detractors that might affect Operations.
- Risk reporting tailored to the relevant audience. (Educating the Executive Team and Head of Ops about the most significant risks to the business; ensuring everyone understand the risks that might affect Operations; ensuring individuals understand their own accountability for individual risks)
- Conducts policy and compliance audits.
- Updates Operation files and collates team reports for report generation. Files and organizes internal reports for easy access and availability.
- Provides Weekly, Monthly & Quarterly Reviews which includes an Accountability Matrix of Operations Team targeting and will culminate to a consistent health check of the entire team.
- Transmits important documents and information and secures confidential records for proper safekeeping.
- Report compliance of each department to the Heads and share findings and resolution to address risks.
- Act as a main POC in monitoring compliance on any initiatives being rolled out to the entire team.
- Report completion to the Heads and follow through as needed.
- Act as a back up in queue management and floor support by logging into the pertinent WFM system and checking queue and call volume.
- Any other tasks as administered or assigned by the Heads of Operations.



QUALIFICATIONS

- A Bachelor's degree in Computer Science, Engineering, or related Science and Math discipline with an Information system emphasis or equivalent experience.
- Ability to adapt in a complex environment, loves challenges, with the will and drive to learn new things on your own.
- Security Information and Event Management (SIEM) management experience is a plus.
- Deep understanding of security risks and threats as they relate to the company's operating environments.
- Has exposure in creating technical documentation for security tools and procedures.
- Monitors the internal control systems to ensure that appropriate access levels are maintained.
- Demonstrate high competency working under pressure and executing multiple global projects at the same time.
- Strong enterprise security understanding.
- Excellent attention to detail;
- Ability to effectively prioritize and execute tasks in a high-pressure environment;
- Experience working in a team-oriented, collaborative environment;
- Advanced to Intermediate analysis and troubleshooting ability.



SYSTEM REQUIREMENTS

- Computer Processor: at least i3 (for both primary and back-up computers)
- Computer Memory/RAM: at least 8.00 GB (for both primary and back-up computers)
- Computer Operating System: at least Windows 7 64-bit

Internet Speed

- Primary Connection: running on a 10 Mbps wired plan (above 10mbps preferred)
- Back-up Connection: running at least 10 Mbps

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