

# Senior Analyst GSOC

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## 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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