

JOB SPECIFICATION	
Job Title	Security Engineer - level2
Business	Enterprise
Function	Global Service Center
Sub Function	Global Security Operations
Position Reporting to (Role)	GSOC Manager
Location	DAKC
Role Summary	
Security Engineer - Level 2 position. To handle level 2 tasks of Trouble Tickets and Type1/2 change Requests of global clients.	
Duties and Responsibilities	
Timely resolution of the incidents(TTs) as per the clients SLA. Accurate and timely problem reporting diagnostics and trouble shooting by following SOPs and escalation procedures.	
Key Performance Indicators	
99% of adherence to global clients SLAs. Maintain CSAT score above 90% every quarter.	
Contact with Others	
Internal	Internal stakeholders
External	External stakeholders
Qualification & Experience	
Educational / Academic Qualification- Any Graduate Professional Certifications / Additional Qualification- Certification in Juniper Firewall/Bluecoat/Cisco	
Experience(Min. years)	2-7yrs of experience
Candidate Specification:	
Experience in ITIL processes and systems as a part of cross functional team.	

Experience in Relevant technologies of operational requirements as Juniper Firewalls/Bluecoat proxy servers/CiscoASA trouble shooting, installations, configurations,change management

Technical/Functional Skills: (Use “E” to denote Essential and “D” for Desirable)

Juniper Firewall installation/administration/trouble shooting - E
Cisco ASA installation/administration/trouble shooting - E
Checkpoint Firewall installation/administration/trouble shooting - E
Bluecoat proxy server administration/trouble shooting - E
Certification in Juniper firewall - D
Certification in Bluecoat proxy - D
Certification in Cisco ASA - D

To apply for this position, please send your updated CV to careers@relianceglobalcom.com with “open Position” in the subject line.