

# **GSOC Incident Monitoring & Communications Lead**

Job ID  
REQ-10034185  
Dec 16, 2024  
India

## **Summary**

The GSOC Incident Monitoring & Comms Lead is responsible for overseeing the Incidents monitored and coordinated responses to emergencies and incidents within the Global Security Operations Center. This role requires a highly skilled individual with expertise in managing and coordinating communication during emergencies ensuring timely, accurate and effective dissemination of information to stakeholders.

## **About the Role**

### **Emergency Response Management:**

Lead the response to all emergencies and incidents within the GSOC, ensuring timely and effective resolution.

Coordinate with internal and external stakeholders.

### **Team Leadership and Supervision:**

Supervise and guide the team, providing clear direction and support. Conduct regular training and drills to ensure team readiness and proficiency. Evaluate team performance and provide feedback to ensure continuous improvement.

### **Incident Management:**

Oversee the monitoring and assessment of potential threats and incidents.

Ensure accurate documentation and reporting of all incidents and responses.

Conduct after-action reviews to identify lessons learned and implement improvements.

### **Preparedness and Training:**

Conduct regular risk assessments and threat analyses to identify potential vulnerabilities. Develop and implement training programs for GSOC staff on emergency response procedures and protocols. Organize and conduct emergency response drills and exercises to test readiness and response capabilities.

### **Maintaining GSOC Metrics:**

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

#### 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.

#### 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.

#### Data Management and Organizing:

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

#### Assist Management with Special Tasks:

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

#### 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.

#### 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.

#### 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.

#### Maintain Updated SSC List Quarterly:

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

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CTS  
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Job Type  
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