



Operator - Security Operations Center (SOC) - Ethiopia

Job Brief

The SOC Operator will play a crucial role in safeguarding clients and assets in Ethiopia through the proper monitoring of security systems, platforms, and equipment. They will execute diverse tasks as assigned by the operations manager to ensure the seamless functioning of Lady Askari's operations in Ethiopia.

Duties & Responsibilities

- Receives and logs incoming calls for service; determines nature, location, and priority of call and contacts proper agencies for emergency response.
- Requires daily professional interaction with security, first responders, embassies, and law enforcement agencies in various national/international regions.
- Handles requests from field personnel and clients for security, ambulances, fire, special equipment, or service resolution needs.
- Contact appropriate management for notification and or approval.
- Utilize multiple systems simultaneously to maintain situational awareness. Monitors various systems for CCTV, access control, fleet management, security alerts & updates, and other communication systems.
- The employee must work day and night as necessary to perform all assigned responsibilities and tasks.
- Must be available to communicate with subordinates, supervisors, customers, vendors, and any other persons or organization with which interaction is required to accomplish work and client goals.
- The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.
- Issue field-visit related equipment to staff on the instruction of the Operations Manager/Supervisor
- Monitor the external security situation and provide the best routes and road status to company drivers.
- Research regional open-source information for security incidents & alerts
- Compile & prepare reports
- Assist in the development and maintenance of SOC procedures
- Identify and recommend changes to improve our security operations
- Gather information on the security situation in the country
- Create comprehensive reports summarizing the information gathered
- Act as a risk controller, monitoring the movements of clients
- Follow written and verbal instructions associated with control room operations and clients.



Qualifications

- Applicants must have a valid passport to be considered as the position is in Ethiopia.
- Minimum of KCSE Certificate with a grade of C+ and above.
- Bachelor's or Associate's degree in safety, security, or any other relevant field is preferred.
- At least 2 years of experience in SOC, security, or safety operations.
- Experience using relevant technology and security equipment (e.g. CCTV, Computers, 2-way radio, and other security software programs).
- Experience in reporting and emergency response planning.
- Excellent knowledge of security protocols and procedures.
- Proficient in MS Office.
- An analytical mind with problem-solving skills.
- Excellent organizational and multitasking abilities.
- Fluent in written and spoken Swahili and English (Additional languages are a plus).
- Excellent Communication Skills – clarity and courtesy on the phone, 2-way radio, and email.
- A current Certificate of Good Conduct (less than 1 year old).
- Female applicants are highly encouraged to apply.

Other

- The place of work is in Ethiopia so applicants **must** have a valid passport
- Work sites include Addis, Gimbi, and various field locations
- Apply via this link: <https://airtable.com/appe28rQAfgt51lpn/shrfcw56v7rnAbuag>

Application Deadline is **9th Feb 2024**