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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

- Monitor various systems including CCTV, access control, fleet management, and security alerts to ensure client and asset safety.
- Respond to and manage incoming security-related calls, determining their nature, location, and priority.
- Coordinate emergency responses with appropriate agencies and internal teams.
- Provide real-time support to field personnel and clients for security, medical, fire, or other service needs.
- Conduct open-source research on regional security incidents and compile daily security reports.
- Monitor external security situations and advise company drivers on optimal routes and road conditions.
- Assist in developing and maintaining SOC procedures and recommend improvements to security operations.
- Manage equipment issuance to staff as directed by the Operations Manager/Supervisor.
- Maintain strict confidentiality of all security-related information and data.

Qualifications

- Applicants **MUST** have a valid passport.
- High School Diploma (C+ and above) minimum.
- Bachelor's degree in Security Management, Criminal Justice, or related field preferred
- Minimum 2 years of experience in SOC, security operations, or related field.
- Demonstrated proficiency in security technologies including CCTV, access control, and SIEM tools.
- Strong analytical and problem-solving skills with the ability to make quick, informed decisions under pressure.
- Excellent communication skills in English (written and verbal); additional languages are an asset.
- Proficiency in MS Office Suite and ability to quickly adapt to new technologies.
- Experience in incident reporting, emergency response planning, and risk assessment.



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- Ability to work in a fast-paced, high-pressure environment with shifting priorities.
 - Strong teamwork and interpersonal skills.
 - Female applicants are highly encouraged to apply.

Apply via this link: <https://airtable.com/app2njYGJRO1n7fx1/shrmYMzqikeJfjlyv>

Application Deadline is **26th September 2024**