

JOB DESCRIPTION

Title of Position	Director, Security Operations Center (SOC)
Department	Managed Security Services (SOC)
Immediate Supervisor	Chief Operating Officer (COO)
Location	Blainville, Quebec

Summary:

Reporting to the Chief Operating Officer, the Director of Security Operations Center (SOC) is responsible for Service Delivery Program Management encompassing coaching and mentoring of the Management Security Services team, supporting the business development function, and developing delivery strategies and plans for the Managed Security Services function.

Key Responsibilities:

- Lead 24x7 SOC operations;
- Interface with key customers/prospects on service strategy and service issues;
- Develop and grow the client relationship;
- Drive collaboration, learning and process improvement in the SOC team;
- Active participation as part of the Hitachi Systems Security management team and responsible for developing operational objectives and plans to meet the strategic goals of the organization.
- General staff management and oversight of the day-to-day activities of the Security Services group including scheduling work flow to ensure 24X7 coverage, mentoring/training new/existing staff and ensuring that the job responsibilities and procedures are followed.
- Guide and work with SOC team to identify/problem solve operational and security issues within the SOC.
- Guides recruiting, hiring, training, development, and retention of highly qualified employees to ensure the effective operation;
- Develop and supervise work schedules to ensure proper staffing levels are maintained;
- Ensure service delivery meets SLAs and work closely with the customers to improve their overall security postures;
- Support/provision training and/or training programs for SOC customers.
- Maintain and improve the QMS processes and procedures.
- Participate in professional development activities focused on information security.
- Provide feature enhancement recommendations to develop service toolsets.

Qualifications Required:

- Bachelor's/Master's Degree specializing in IT / Security
- 10+ years of experience in IT / Security Operations Management
- Excellent knowledge of security concepts and best practices;
- At least one of following security certification: CISSP, CISA, CISM
- Knowledge of development and programming languages
- Knowledge of networking protocols and equipment (CCNA, CCNP level)
- Excellent leadership skills
- Sense of autonomy combined with strong analytical, technical and problem-solving skills;
- Strong sense of initiative
- Mindset open to change and continuous improvement

We offer:

- Thorough in-house, expert training on cutting-edge technology
- State-of-the-art IT equipment
- Dynamic work environment in new and modern office
- Group insurance plan
- Flexible schedules
- Team spirit and dedication to service excellence
- Sense of belonging to a global, brand-name organization