

# YOUR FUTURE, YOUR CALL.



## Security Operations Specialist (101913)

### The Specifics:

**The Team:** Global Customer Service

**Contract Type:** Permanent

**Work Schedule:** Normal working hours

**Home office opportunity:** Yes, depending on further agreement

### What you'll be doing:

#### As Security Specialist, you will be in charge of:

- Being part of the Security Operations Center and responsible for change and incident management, customer enquiries, fault diagnosis/resolution and problem management.
- Troubleshooting customer problems within security domain within the agreed customer SLA's.
- Liaising with customer representatives or vendors and support/direct other support staff where appropriate.
- Undertaking problem analysis e.g. root cause, repeat faults, trends to identify opportunities for improvement and initiate investigation and/or corrective action, where appropriate.
- Reviewing, advising and implementing firewall changes in line with BT & customer security policies and change control processes.
- Offering proactive advice on implemented services.
- Prioritising and organising assigned tickets on basis of criticality or as per customer's contracts to meet the SLA's.

### We'll also need to see these on your CV:

#### Soft skills:

- Ability to meet the customers' needs in line with the business requirements
- Working with a cooperative and positive attitude in a group settings to achieve common goals
- The ability to convey information to someone effectively and efficiently while creating a good first impression and engaging the audience
- Taking the responsibility and takes care of the consequences of making a decision
- Acting in advance of a future situation, e.g. making things happen, putting energy to solve the situation

#### Professional skills:

- Hands-on experience in operation and management of security infrastructure
- Two to five years of hands-on skills of Cisco ASA and/or Checkpoint Firewalls
- Accredited or Certified either to Checkpoint CCSA or CCSE, Cisco CCNA or CCNP is an advantage
- Ability to handle changes and incidents independently as per the processes and agreed service levels

#### Language skills:

- English on a fluent level

Apply here: [recruitment-eu@bt.com](mailto:recruitment-eu@bt.com)



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