

SUCCESS PROFILE – Sr. ENGINEER (INFOSEC) (BANGALORE)



<i>Business Unit</i>	<i>Technical / Engineering</i>	<i>Band</i>	<i>L2</i>
<i>CAPEX</i>	<i>n/a</i>	<i>Market Role Title</i>	<i>Sr. Engineer (Information Security)</i>
<i>Direct People Accountability</i>	<i>Yes</i>	<i>Reporting To</i>	<i>Team Lead</i>
<i>Employment Instrument</i>	<i>Online (direct_IN)</i>	<i>Location(s)</i>	<i>India, Bangalore</i>

What is the mission of the role?

Mission You are expected (through your processes & activities) to deliver world-class customer experience.

Mission: The purpose of the role is to implement and troubleshoot Information Security products of 22by7 customers either on-site or remotely. Preparing Plan of Action (PoA), Scope of Work (SoW), and implementation documents. Carry out the technical activities thus ensuring Customer Satisfaction.

Key Deliverables

- Troubleshooting L1/L2/L3 tickets and submitting the RCA.
- Implementing information Security products and submitting the reports.
- Presenting the appropriate solutions at customer meetings.
- Keeping well informed of general technical developments, company products and services.
- Maintaining accurate up to date reporting using the company systems and providing ad-hoc manual reporting where required.
- Ensuring that product, technical and market knowledge is kept up to date by reading literature, networking, attending training courses, liaising with other colleagues and sharing unique knowledge with the rest of the company.

Who are your key stakeholders?

Internal To achieve the outcomes of the role, you key *transactional* stakeholders internally are:

- Team Lead
- Product Managers
- Solutions Architects

External You will be expected to create strong positive relationships with the customers you work with, in a capacity to help the organization service them better.

What are you accountable for?

You are accountable for end-to-end solutioning for client needs, including documentation, implementation, deployment & reporting.

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<i>Core Capabilities / Technical Skills</i>	<i>Technical Descriptors</i>
Domain knowledge & expertise	Product (Technology) Application of technology Troubleshooting / root-cause analysis (RCA)
Communication skills	Listening and understanding Clear articulation of technical issues/needs Relationship building Art of probing / questioning Establishing trust & credibility High service orientation
Planning & management	Activity planning & ticket resolution Success at multiple deliveries On-time delivery

Qualifications / Experience

- 3+ years of experience in similar domains
- Mandatory hands-on experience on one of the following: Firewall, IPS, Web Security, Mail Security / F5 / Zscaler
- Good understanding of OSI Model, TCP/IP protocol suite (IP, ARP, ICMP, TCP, UDP, SNMP, FTP, TFTP)
- IP addressing & sub netting, Routing Concepts (OSPF, BGP), VLSM/CIDR
- In-depth knowledge of L2 technology and protocols like VLANs, VLAN Tagging (IEEE 802.1q), LACP, VLAN trunking, STP (IEEE 802.1D and other 802.1 implementations.)
- Strong knowledge in VPN: Design, Implementation Scenarios, Connectivity troubleshooting and other Algorithms such as DES, 3DES, MD5, SHA, PKI, IPSEC Site to Site & Remote Access VPN
- Security, Firewalls, access and perimeter control, vulnerability management and intrusion detection. Strong knowledge on various attacks like SYN flood, Replay attacks and the mitigation techniques
- Implementation scenarios, configuration and troubleshooting of Firewall related issues

Potential barriers to success

Unable to listen & understand customer grievances
 Unable to adapt to differences
 Blocked personal learner
 Poor communicator
 Lack of initiative
 Not able to work autonomously

Feeder Roles

The following roles are likely to lead to this position:

Information security engineer, tech-support engineer, network security engineer

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<i>What can this role develop into?</i>	<i>Suggested Development Experiences</i>
<p>What are the possible roles for progression?</p> <p>Technology Lead, Team Lead, Pre-Sales Consultant</p>	<p>Learning and improving technical domain knowledge. Consistency in on-time deliveries. Strong relationships with internal & external stakeholders. Successfully overachieving in a high-performing team. Focus on solutioning.</p>

	<i>Leadership Capabilities</i>	<i>Descriptors</i>
<i>Customer Focus</i>	Customer Focus	A constant desire to understand customer needs, whether expressed or latent. Phenomenal customer experience delivery, to world-class standards.
	Strategy & Innovation	High clarity on company's vision and mission, path forward, communicates with great pride the company's vision and mission to people, role models company's values, assess business risk associated and plans for emergency, very futuristic and displays hunger for new technology and next new thing which will take business to the new level.
<i>Strategic Leadership</i>	Lead & Manage Change	Welcomes new ideas, easy with experimenting, provides an environment which uphold creative thinking, problem resolution, lateral thinking process etc. Throws challenges to the team, ensures team scales up continuously and fights with comfort. Tests the team's agility and adaptability. Ensures that the team does not stagnate.
	Collaborate & Connect	Works well with others. Taps into relationships and networks. Actively builds an understanding of others' perspectives.
<i>Results Leadership</i>	Translate Strategy into Action	Persistently encourages people to continuously improve delivery of outstanding results. Solves difficult problems in a timely and effective way. Anticipates and overcomes obstacles and roadblocks.
	Clear Communicator	Effortlessly able to communicate the vision, mission and goals of company to the team including their responsibilities and expectations, very candid about the objective, path and result, ensures the 360-degree flow of any kind of communication, clearly communicates the direction in which the team has to go.
<i>Interpersonal Leadership</i>	People Champion	Clearly understands the team strength, thresholds and limitations, understands the team members emotional wellbeing, provides focus to the team, leverages on the strength of the team to realise the maximum productivity, ensures positive engagement of each team member, manages negative communication, builds team trust, demonstrates the ownership and adhere to timelines, includes every team member, develops people and takes team to the next level, champions diversity.

Advocacy & Values

Advocacy "I like to be positive" | "I am a problem solver" | "Quality of work is never compromised" | "I am always on time" | "I like organizing my work & simplifying processes" | "I want to be a leader" | "I want to be assertive & proactive"

Values Honesty, Integrity, Teamwork, Innovation, Trust, Care, Compassion & **Fun!**