

GSOC Senior Analyst

Job ID
REQ-10062408

11月 05, 2025

India

摘要

The GSOC Senior Analyst is responsible for overseeing the operational integrity of the Global Security Operations Center. This role involves supervising security systems, managing shift transitions, handling emergency communications, and ensuring compliance with training and performance standards. The Senior Analyst plays a critical role in maintaining security protocols and supporting special projects to enhance operational efficiency.

About the Role

Major accountabilities:

- Ensure smooth shift transitions through thorough handover and takeover procedures, maintaining continuity of operations.
- Supervise monitoring of security alarms, calls, and video management systems (VMS), ensuring adherence to protocols.

- Handle emergency calls with appropriate prioritization and coordination with stakeholders for effective incident resolution.
- Oversee health checks of CCTV and integrated security devices, addressing technical issues and maintaining service ticket trackers.
- Track and document real-time monitored events, prepare incident briefs, and ensure appropriate response actions.
- Maintain shift operational integrity by monitoring analyst performance and providing guidance or coaching as needed.
- Supervise the GSOC mailbox, triaging and responding to security-related communications promptly.
- Generate reports on security incidents and operational activities to document performance metrics and trends.
- Conduct probation assessments and oversee training compliance for GSOC analysts, providing feedback and support.
- Assist in executing special projects and maintain Working Practice Documents (WPDs) to reflect current procedures.

Essential Requirements:

- Minimum 3 years of experience in a security operations centre or similar environment, handling alarms, CCTV, and emergency protocols.
- Familiarity with Video Management Systems (VMS), Axis Companion, and integrated security devices; ability to perform system health checks and troubleshoot issues.
- Strong verbal and written communication skills for handling emergency calls, shift handovers, mailbox supervision, and incident reporting.
- Proficiency in generating operational reports, maintaining event logs, and updating Working Practice Documents (WPDs).

Languages :

- English.

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部门
Operations

Business Unit
CTS

地点
India

站点
Hyderabad (Office)

Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area
Facilities & Administration

Job Type
Full time

Employment Type
Regular

Shift Work
No

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