

Network Security Analyst Trainee

Responsibilities

- To participate in the 24x7 SOC operation and ensure a smooth and efficient operation.
- To commence emergency recovery procedures ensuring client's service availability.
- To monitor and analyze Internet traffic for security breaches and denial of service attacks.
- To constantly follow the policies, procedures, and technologies in order to maximize the effectiveness and efficiency of security operations.
- To ensure both internal OLAs and external SLAs are met and followed accordingly.
- To ensure and enhance customer satisfaction through effective handling of security events and mitigations via promptly, professional communication with customers.
- To directly coordinate with clients via ticketing system or support chat function.
- To assist new product and service development and ensure a successful deployment.
- To study and learn protected applications, their user behaviors and traffic patterns.
- To protect applications and servers from attacks by deploying countermeasures on the spot.
- To support customers by diagnosing the occurrence of incidents, facilitating provisioning, and fulfilling customer's requests.
- To coordinate network maintenance and liaise with corresponding parties to ensure smooth migration.
- To work under roster on 24x7 basis.

Requirements

- University Degree or Diploma holder on Computer Studies or Information Technology is preferred.
- Holder of Network and Security professional certificates like CCNA / CCSP would be an advantage.
- Knowledge of DDoS attack types will be an advantage.
- Experience on IT Security will be an advantage.
- Experience in handling DDOS events will be advantageous.
- Knowledge in traffic analysis using various tools like WireShark, TCPDump, CURL, and AGURI.
- Knowledge of Internet routing and network troubleshooting.
- Knowledge of Internet technologies like BGP, OSPF, TCP/IP, UDP, ICMP, HTTP(S), GRE, DNS, and SSL.
- Self-motivated team player with strong sense of responsibilities, service and customer oriented.
- Mature, independent with good communication skills.
- Conversational in English and/or Chinese.
- 24x7 roster shift duty is required