

## Technical Aftersales Engineer

The **Technical Aftersales Engineer** is to manage and responsible for Security Operations Centre (SOC) service delivery by getting feedback and catch-up operation service support by working with customer including maintain client satisfaction, service expansion and revenue growth. As the Security Delivery Engineer will be the pivot between the operational excellent of the SOC experience and the face to the clients.

### Job Description

- Manage and provide helping for SOC projects with timeline planning and communication with clients
- Identify SOC project and security project schedule deliverable with prioritized task milestone for POC, On-boarding, Implementation, Transition and Migration
- Build and develop SOC requirement prospect as a part of the SOC enhancement with driving the platform capability expansion
- Work with internal team and client to negotiate and ensure SOC service readiness with timeline appropriately
- Regularly meeting with internal SOC team and catch up and translate client point of concern and SOC operation requirement for improvement
- Coordinate and escalate delivery team to provide service direction for support and operation enhancement
- Create and present the SOC report deliverable as weekly, monthly, quarterly and yearly with clients
- Review SOC operation process to ensure meet SLA for operation collaboration work-well
- Manage and support SOC documentation related project deliverable with client expectation

### Qualifications

- Experience in security project delivery and Security Operation Center (SOC) as service
- Experience with SOC Service delivery or security operation engagement
- Strong ability to communicate at technical and business level
- High level of initiative, ownership of issues, accountability, professional diligence, attention to detail and problem-solving capabilities
- Familiarity with delivery mechanisms of Managed Security Services (MSS) will be an advantage
- Excellent written and verbal communication skills to develop client relationships across working levels of customers
- Good command on both English and Thai