

ROLE PROFILE

Position Title: Senior Specialist Solutions - Security	Reporting to: Senior Manager Managed Service - Security
Business Unit: Business	
Division: Business Solutions	Department: Managed Services

A. ROLE AND CONTEXT

Purpose: This role is responsible for developing, managing, and enhancing Ooredoo's Managed Security Services portfolio to meet market demand and business objectives. The role collaborates closely with account managers, technology teams, product development, and strategic partners/vendors to design, position, and deliver innovative cybersecurity services that drive growth and customer satisfaction	Functional Context: Ooredoo's Business BU is a critical part of the company's first line customer facing activities for all Business Accounts and has a significant role to play in long term business value creation through product design, achievement of sales revenue, profit and customer satisfaction, as defined in the annual business plans. Modes: responding to specific partnership requests from other departments (e.g., Product Hub, Professional Services) and proactively scouting partners based on industry trends and market opportunities. The Managed Services department is an integral revenue growth area to the newly created business solution division focused initially on providing services in the established managed connectivity and security areas and mandated with overall growth in revenue and in further new domains such as cloud. Whereas the professional services team is the overall lead in acquisition and delivery of projects, the managed services team is focused on offering and maintaining managed services as on-going customer services (recurring revenues). OQ is sending a strong signal to the enterprise market by giving focus to the managed services domain as a means to enhance customer value and engagement continuously with the OQ quality of service, and for that, the Managed services team is responsible for building and delivering that quality.
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B. ROLE ACCOUNTABILITIES

- Owns and manages solutions incorporating the appropriate security technologies following a product marketing approach, backed by solid technical competency. - Builds strong vendor relationships to ensure an understanding of the vendor's products business and technology positioning, including product updates, marketing news, training and technical updates. - Utilizes experience and knowledge to find Cyber Security solutions that best meet the client's needs within timescale and to budget. - Hands on exposure to 24/7 Managed SOC operations and a solid understanding of cyber security industry standards and compliance frameworks (e.g. ISO 27001, PCI-DSS, GDPR, and NIST standards) - Participates and assists in the evaluation, selection and implementation of security products and technologies. - Reviews existing and new business processes to ensure IT Security best practices are enforced. - Supports the account teams in promoting Ooredoo security portfolio and lead the opportunity all the way to closing. - Works with the product manager to develop new security products as per roadmap and help improving the existing portfolio to meet customer demands. - Prepares & reviews policy documents, process and guidance documents. - Develops and delivers solution training to sales in order to provide education about the solution and relevant service offerings and provides guidance on how to sell Ooredoo security portfolio. - Provides solution knowledge input assistance for compiling customer proposals and provide assistance in RFP/RFI responses. - Obtains vendor product certification for relevant product portfolio.
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- Maintains own knowledge in own technology vertical at all times in order to provide relevant information and guidance to customers and internal teams.

C. SCOPE AND INTERACTIONS

Direct Revenue Responsibility: Yes Direct Budget Responsibility: Yes Direct People Management Responsibility: Yes	Primary Interactions (Internal/External)	
	Internal Relationships: Cross Functional	External Relationships: Business Partners Customers Vendors

D. KEY PERFORMANCE INDICATORS (KPI)

- Launch new security products as per roadmap
- Revenue expansion
- Quality of work
- Presentation
- Partner & Vendor Engagement
- Go-to-Market Execution

E. EXPERIENCE, QUALIFICATIONS AND SKILLS

Minimum Experience, Essential Knowledge & Skills

10 years' experience in a similar role.
 Led the end-to-end lifecycle of Managed Security Services (MSSP) offerings from concept, design, and pricing to launch and continuous improvement
 Worked closely with account managers and presales teams to identify customer needs, build value propositions, and support complex deal closures.
 Collaborated with technology and product development teams to ensure service quality, scalability, and alignment with evolving cybersecurity trends
 Managed strategic relationships with global and regional vendors/partners to enhance Ooredoo's MSSP capabilities and competitive advantage.
 Delivered measurable business outcomes by driving revenue growth, customer satisfaction, and operational excellence across the MSSP portfolio
 Experience as Product Manager within an MSSP organization for Managed SOC Services that is coupled with a solid background as a technical solution architect/presales engineer for Managed Cyber Security Services.
 Solid experience with business case development, driving pricing and commercials, and negotiating contractual terms for Managed Security Services including experience in solution pricing models
 Ability to work cross-functionally with sales, operations, and project management teams to ensure the successful delivery and satisfactory service performance for Managed SOC customers
 Ability to support sales teams with customer presentations, RFP responses, and competitive differentiators.

Minimum Entry Qualifications

Bachelor's Degree in Engineering or Computer & Communications or Similar

Preferred Certifications / Other Qualifications

CISSP CISM

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Strong communication & presentation skills (able to translate technical solutions into business value). Strong understanding of AI-driven threat detection, incident response, and SOAR integration within a SOC environment. Experience in designing, proposing, and deploying security solutions for enterprise and SMB customers. Familiarity with multi-tenant SOC environments and MSSP delivery models. Exposure to red teaming, purple teaming, and penetration testing services	
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Technical Competencies	Required Level	Behavioural Competencies	Required Level
PARTNER MANAGEMENT	Advanced	Building Customer Value	Intermediate
PRODUCT DEVELOPMENT & MANAGEMENT	Advanced	Delivering Results & Fostering Collaboration	Intermediate
CYBERSECURITY	Expert	Shaping Strategy	Intermediate
BID MANAGEMENT	Advanced	Driving Change	Basic
PRICING	Advanced	Networking and Influencing Collaboratively	Basic
		Leading Teams	Basic
Competency Level (Reference Range)	Basic Low	Intermediate	Advanced Expert High