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:	Functional Context:
This role is responsible for designing information security products and solutions for B2B customers through leveraging a broad technical background as a Solution Architect within the Security Platform team. This role is also responsible for the product management function for Ooredoo Managed SOC Services and its attached products. This role is required to work with Ooredoo account managers, bid managers, SOC Manager/SOC Analysts, bid managers, internal technology teams, and with technology vendors/partners to build successful winning Managed Security products, solutions, and propositions.	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.

B. ROLE ACCOUNTABILITIES

- Fulfill the role of Product Manager for Ooredoo Managed SOC Services and its attached products.
- Own the Business Case/P&L for Ooredoo Managed SOC Services product line.
- Own the revenue targets for Ooredoo Managed SOC Services.
- Responsible for driving the revenue growth for Ooredoo Managed SOC Services.
- Responsible for the driving the commercial/pricing strategy for Ooredoo Managed SOC Services product line, ensuring they are competitive while maintaining profitability and sustainability for Ooredoo.
- Lead the integration of Ooredoo Managed SOC Services products with Ooredoo OSS/BSS/Billing platforms.
- Owns and manages solutions incorporating the appropriate security technologies following a product marketing approach, backed by solid technical competency.
- Drive presales efforts to increase adoption of Ooredoo's Managed SOC platform, working closely with sales teams to showcase the platform's capabilities and demonstrate its value in real-time threat detection, comprehensive incident response, and compliance reporting.
- Responsible for proving technical proposals, commercial proposals/pricing, terms and conditions for Ooredoo Managed Security Services in response to customers' tenders/RFPs along with reviewing and aligning the contractual terms.
- Approach the client with a consultative approach (pre-sales), and maintain a solution expert and trusted partner attitude through the RFX , contract negotiation phase and delivery, thus enhancing the value of Ooredoo MSSP offerings over the competion.

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• Serve as the technical lead for SOC as a managed service and other security solutions during pre-sales engagements, assessing the security posture of clients and designing tailored solutions that include Managed SOC, SIEM (Security Information and Event Management), network security, endpoint protection, MDR, Vulnerability Management, Cloud Security, and OT Security.
• Oversee the onboarding process for new customers, managing the integration of their security infrastructure into the SOC environment, including SIEM systems, endpoint detection and response (EDR) tools, network security, and cloud security controls
• 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.
• Acts as the main point of contact/security architect/subject matter expert representative for customers and account managers wtih respect to Ooredoo MSSP portfolio.
• Utilizes experience and knowledge to find Cyber Security solutions that best meet the client's needs within timescale and to budget.
• Lead the evaluation, selection and implementation of security products and technologies for Ooredoo MSSP customers.
• Work with sales teams to deliver technical presentations, demonstrations, PoCs, and detailed techno-commercial proposals that align with the customer's   business objectives and provide clear value from Ooredoo's managed security services
• Supports the account teams in promoting Ooredoo security portfolio and lead the opportunity all the way to closing.
• Develop new and innovative managed security products as per roadmap and help improving the existing portfolio to meet customer demands.
• Maintain knowledge of the client's security environment, business operations, competitor activities in the account, security needs, and risk appetite to proactively present solutions to Ooredoo clients before they have identified a concern
• 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.
• 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: No	Primary Interactions (Internal/External)	
	Internal Relationships: Cross Functional	**External Relationships:** Business Partners Customers

D. KEY PERFORMANCE INDICATORS (KPI)

• Launch new security products as per roadmap.   • Revenue Growth: Revenue generated from SOC and other managed security services   • Business Case Profitability: Percentage of business cases that result in improved profitability and cost savings for both the customer and Ooredoo   • Proposal Conversion Rate: Percentage of SOC and security solution proposals converted into signed contracts.   • SOC Platform Adoption Rate: Percentage increase in the number of customers adopting Ooredoo's Managed SOC platform.   • Customer Onboarding Efficiency: Time and accuracy of customer onboarding to the SOC, ensuring seamless integration of customer security   • Customer Satisfaction (CSAT): Feedback on SOC services, onboarding experience, and overall security service quality

E. EXPERIENCE, QUALIFICATIONS AND SKILLS

Minimum Experience, Essential Knowledge & Skills	Minimum Entry Qualifications
10 years' experience in a similar role. Experience as Product Manager within an MSSP organization for Managed SOC Services that is	Bachelor's Degree in Engineering or Marketing or Business Administration **Preferred Certifications / Other Qualifications**

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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. Proven expertise in driving the adoption of Managed SOC Services over leading industry platforms such as SIEM/EDR/XDR technologies (e.g. Microsoft Sentinel, Google Chronicle, Splunk, LogRythm, SentinelOne, Palo Alto, Cisco SecureX, and Sekioa Defend). Strong understanding of AI-driven threat detection, incident response, and SOAR integration within a SOC environment. 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). 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.	CISSP (Certified Information Systems Security Professional), CISM (Certified Information Security Manager), CCSP (Certified Cloud Security Professional), CEH (Certified Ethical Hacker), or other relevant certifications.

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	Intermediate	Advanced	Expert
	Low >-------------------------->---------------------->---------------------->High			