Unit Head - IT Security Services

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Company: ADIB

Location: United Arab Emirates

Category: healthcare-practitioners-and-technical

Role: Unit Head - IT Security Services

Location: Abu Dhabi

Role Purpose:

Manage ITSS (IT Security Services and Security Architect) team productivity not to fall less than the defined agreed KPI and to achieve the assigned tasks according to the agreed target dates.

Ensure ITSS team performed in line with the bank standards and agreed policies & procedures.

Security systems design, capacity monitoring and performance monitoring.

Interact with internal teams and external 3rd party vendors to trouble shoot and resolve issues and problems related Security systems.

Design appropriate metrics for reporting on key performance and quality indicators, particularly in terms of in-depth trend analysis

Participate in defining and reviewing the business processes related to ITSS.

Ensure availability of data backups, operation logs and disaster recovery operations for security systems

Recommend changes to improve systems functionality and configurations and determine hardware or software requirements related to such changes.

Compliance to include legal/statutory, professional duties, responsibilities and obligations relating to security.

Identify compliance with security hardening baselines / guidelines and generate compliance reports.

Optimize, automate and streamline ITD-ITSS services.

Ensure compliance to published policies and procedures such as (PMO, ITIL processes, ISO 9001 & 27001) by performing according to what has been documented.

Ensure compliance to ADIB processes (HR, Legal & Sharia) related to ITD.

Key Accountabilities of the role:

Manage ITSS Unit (60%)

Monitors work activities to ensure compliance with policies and procedures.

Makes recommendations for changes and improvements to existing standards, policies, and procedures.

Ensure proactive security monitoring (24x7) to provide early warning threat identification and detection capabilities.

Lead, plan and manage main ITSS projects.

Manages employees' scheduling, work assignments, communication, and personnel development; and evaluates employee performance, gives regular feedback, and conducts annual performance reviews.

Develops and maintains the training program. Oversees the budget, maintenance, procurement, and inventory control.

Coordinates with the internal and external partners/departments to schedule officers for on-campus events.

Responds to campus during emergency events.

Provide technical direction, leadership, guidance and support to ITSS team.

Security Devices Management (20%)

Ensure that all service requests go through the Firewall while Internet requests go through the Proxy, Spyware Protection and Firewall.

Ensure security of all ADIB public services hosted in the DMZ.

Security configuration of perimeter devices according to the Best-Practices and vendor guidelines.

Global Traffic Management and Internet Bandwidth Management.

Regular patching of security devices

Develop, Maintain and Troubleshoot various IT Security Systems/Solutions in a heterogeneous computing environment for the Bank.

Global Expansion (10%)

To fulfill the IT Security requirements for international expansion as conducted by ADIB Management.

Information Security (5%)

Maintain information security related to ADIB, throughout the period of employment.

As soon as possible, report any potential or actual risks or incidents affecting the security of information to the helpdesk.

Documentation / **Process Ownership (5%)**

The incumbent is responsible to take ownership, maintain & update documented processes or documentation related to his job function.

In the event where processes or documentation are shared, the incumbent shall be responsible to inform the owner of any document as required.

Specialist Skills / **Technical Knowledge, Technical Competencies Required for this role:**

University graduation with a degree in IT.

Advance understanding of cloud technologies, VPNs, Firewalls, Proxies, Virtual platforms, Application security, WAF, IPS, IPAM, IDAM, etc.

Information Security and Information Technology industry certification (Security+, CISSP).

Advance Experience with endpoint protection products and technologies, including deployment and management within a global enterprise.

Advance knowledge of IT systems configuration and log analysis

Advance Knowledge of Information Security systems, methodologies and best practices.

Experience budgeting and project management skills.

Experience with ITIL processes such as Incident/Problem/Configuration/Change management.

Advanced management skills and team leading

Previous experience:

Minimum 12 years of experience required in Information Security.

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