Director, Client Services Job

Employer Name: Omega ATC

SpiderID: 12443603

Location: Chesterfield, Missouri

Date Posted: 4/21/2022

Wage: $80K

Category: Information Technology

Job Code:

Number Of Openings: 1

This role involves working closely with partnering organizations in critical infrastructure sectors  anywhere from midsize businesses to $1BBcorporations and major public sector entities  to deploy network management, network security, cellular, and power management technologies to remote sites around the United States. Remote sites may include legacy industrial control systems and SCADA architectures with specialized networking needs, as well as complex enterprise environments. In addition, the role will involve providing tier 3 support to key clients, developing enhancements to Omega adaptive networking solutions, and helping to create technical documentation for partnering organizations to successfully onboard to the Omega platform.

Deployment and Network Engineering  
  
Deployment  lead piloting, configuration and remote installation phases of network hardware and software deployment to remote locations.  
  
Network Engineering  work directly with technical members of prospective clients to deliver detailed demonstrations, pilots, and technical planning efforts.  
  
Partner Integration  work with Omega strategic partners on integration efforts (application integration, network integration, support integration, etc.).  
  
Network Strategy and Operations  
  
Develop enhancements to Omega networking solutions and systems (API integration, automations, macros, etc.).  
  
Help in the design and implementation of data and analytics products.  
  
Program Design  Help create workflows for internal and external use to support 24x7 network operations.  
  
Data Analysis  Use data sets, charts, and statistical techniques for problem solving.  
  
Process Improvement  Introduce new organizational processes from conception through pilot and implementation phases.  
  
Managed Detection and Response  
  
Learn and assist with Splunk/ELK deployment and management of Splunk/ELK analytics products.  
  
Assist with research and development projects to improve Omega security solutions.  
  
Configure, install and support enterprise-level data security solutions.  
  
Manage remediation efforts related to security alerts on customer systems.  
  
Networking  Work with different wireless products and network security settings to ensure proper functioning of customer networking environments.  
  
Security  Use security information and event management (SIEM) tools, management of endpoint security solutions, perform vulnerability scanning, support network traffic analysis (NTA) and network detection and response (NDR) platforms.  
  
Client Management  
  
Tier 2/3 security support for existing customers in solving security problems over phone/email/chat.  
  
Build solid, trust-based relationships with clients.  
  
Prepare for and conduct meetings to understand customers data security issues.  
  
Continually identify and promote additional consulting engagement opportunities for Omega ATC.  
  
Other  
  
Stay current with training on new tools and skills critical to the delivery of security solutions.  
  
Contribute to technical thought leadership initiatives.  
  
Assist with operational improvement initiatives.  
  
Assist with efforts to ensure quality performance of incoming Omega Security Strategists.  
  
Assist with initiatives related to internal knowledge building.  
  
ABOUT YOU  EXPERIENCE  
  
Technical background (IT, systems engineering, networking)  
  
Program management experience is a plus.  
  
Industry cybersecurity certifications  CISSP, COMPTIA Security+ or COMPTIA Network+  a plus.  
  
Experience and knowledge in networking desired.  
  
Experience in support roles or customer service preferred.  
  
Experience in managing client relationships preferred.  
  
ABOUT YOU  TRAITS  
  
You are a leader.

Start Date: May, 2022  
  
  
Position Type: Full-Time Permanent  
  
  
Years of Experience Required: 4  
  
  
Education Required: Bachelors  
  
  
Overnight Travel: Less Than 25%  
  
  
Vacation Time: Negotiable / Other

Health/Dental Benefits, Retirement Benefits, Paid Holidays, Vacations, and Sick Leave, Life and/or Disability Insurance, Flex Time, Casual Dress, Other Benefits

Omega ATC delivers cybersecurity and resilience solutions to businesses across the United States. In response to an evolving threat landscape, we leverage advanced security and network automation tools to ensure that the critical infrastructure we protect stays up and running. We are a growing team of makers and technologists shaping a world in which technology serves as a force for good.

Contact Name: Vidya Swamy

Employer

Company: Omega ATC

Chesterfield

Missouri

63005

Web Site: