



CAREER VACANCY FOR IMMEDIATE FILL:

POSITION: Security Operations Center Operator, Global Guardian Asset Security

LOCATION: Charlotte, NC

Global Guardian is a leading provider of emergency medical and security solutions for corporations and individuals.

Our 24/7 Operations Centers in Charlotte, NC, and McLean, VA identify, monitor, and respond to threats and emergencies with on-the-ground teams in over 100 countries. Our world-class professionals possess extensive experience in the intelligence community, military special operations, and federal law enforcement.

Global Guardian is an investor backed, high growth company that provides employees with unmatched promotion opportunities within the organization.

Founded over ten years ago by a Delta Force Sergeant Major, and an Army Special Forces Colonel, we are a values-based organization that focuses on a culture of comradery, service, and excellence. We have managed crises in the worst environments in the world, and we know how to act fast to provide unmatched service for our clients.

The **Global Guardian Asset Security** division provides video surveillance/sensor technology and monitoring services.

Our 24/7 Operations Center based in Charlotte, NC guarantees that our clients' assets are monitored and protected against break-ins, theft, and unauthorized activity. Within seconds of identifying intruders or unwanted activity, our professionals remotely issue intruders verbal commands through loudspeakers, initiate audible alarms, and contact designated client representatives or coordinate an immediate law enforcement response.

Are you ready to join a better team?

JOB DESCRIPTION

The **Security Operations Center Operator** has the primary responsibility to monitor video and intrusion detection sensors, detect threats, and dispatch emergency services using state-of-the-art technology platforms. Schedule flexibility is necessary as the SOC runs 24/7/365, though the selected candidate will be assigned a shift.

Substantial opportunities exist for the best operators to be promoted into other areas of the business.

Duties include:

- ▶ Threat detection and response; dispatching authorities to respond to verified threats and/or suspicious behavior
- ▶ Effectively document customer interaction regarding incidents, account inquiries, and requests for service
- ▶ Notify appropriate points of contact of issues that arise with customers
- ▶ Work with electronic security installers and technicians to facilitate effective service visits
- ▶ Support other Global Guardian divisions as needed

Compensation:

- ▶ \$14-18/hour starting compensation
- ▶ Potential for raise after first six months
- ▶ Annual bonus after first year (performance based)



QUALIFICATIONS

Candidate MUST:

- ▶ Be a high performer and contributing member of the team
- ▶ Be willing to learn and grow
- ▶ Be at least 18 years of age
- ▶ Be a U.S. citizen or a foreign citizen authorized to legally work in the U.S.
- ▶ Be drug free (must pass drug tests)
- ▶ Pass an extensive multi-state background check (a clean criminal background is required)
- ▶ Possess a high school diploma or equivalent

Skills Required

- ▶ Must have effective typing skills (40 words per minute)
- ▶ Must be able to assess and evaluate situations effectively
- ▶ Must be able to identify critical issues quickly and accurately
- ▶ Must be able to research, investigate, and compile information
- ▶ Must be able to work under stressful conditions
- ▶ Must be able to multitask
- ▶ Military or 911 call center experience is strongly desired, but not required

Global Guardian is an Equal Opportunity/Affirmative Action Employer and an Alcohol-and-Drug Free Workplace.

TO APPLY

Please send **resume** and **brief introduction** to: Careers@GlobalGuardian.com. Have references available upon request.

Please, no phone calls about this career opportunity.