

## SECURITY MANAGER - JOB DESCRIPTION

**Qalea's Security Manager** will oversee one or more of our customer organizations' information security needs, processes, and procedures. He/she will be in charge of the customer's security information by making use of Qalea's product portfolio.

**Location: Hybrid (Barcelona)**

**About Us:** We are an emerging startup focused on building an integrated cybersecurity platform, made to fit the unique needs of small to mid-sized companies. We are still in our early days, but our team is mighty and very passionate. We are all about shaking up the cybersecurity game and delivering top-notch solutions for our clients.

### Your Tasks - Responsibilities

- Act as the **primary point of contact for customers**, managing and nurturing strong relationships to ensure their **satisfaction** and **long-term loyalty**.
- Develop **proactive strategies** to address customer needs and provide tailored solutions, collaborating closely with internal teams.
- Collaborate with the internal team to ensure effective and **timely delivery of solutions** to customers.
- Perform **cross-functional duties** ranging from customer support to specialized technical tasks, including the implementation and management of **Qalea's cybersecurity tools**.
- **Communicate technical information clearly** and effectively to both technical and non-technical stakeholders, providing guidance and support throughout the customer journey.

### Key Qualifications

- 3+ years of experience in Information Security.
- Previous experience in customer service.
- Strong knowledge in information security and compliance practices, such as ISO 27001, SOC2, NIST, ENS...
- Experience in implementing and managing cybersecurity tools, such as password managers, EDR/SIEM, and vulnerability management solutions.

- Proficiency in cloud platforms (e.g., AWS, Azure, Google Cloud) and familiarity with cloud security best practices.
- Experience in incident management, including identification, containment, eradication, and recovery processes.
- Strong written and verbal communication with the ability to converse effectively at all levels of seniority, both internally and externally. Proven success of communicating effectively in **Spanish and English**.
- Excellent problem-solving skills and attention to detail. Strong analytical and organizational skills.
- Ability to work independently, as well as part of a wider team.

## Our Values

Throughout the organization we share our core values:

- **Excellence:** We believe in setting the highest standards.
- **Adaptation:** We focus on providing the best protection for each business.
- **Development:** We trust in learning to adapt to a fast environment.

Qalea involves all its employees in the growth of the organization, as it understands the growth of Qalea is inseparable from the growth of its employees. In this way, we expect you to grow alongside the company.

## Benefits

Qalea is committed to fair compensation & benefits to retain the best talent in the cybersecurity sector:

- **Home Office:** We work mostly remotely, so you will enjoy the flexibility of Home Office for most of your working time.

- **A nice working environment:** You will be able to work with your team from the sunny city of Barcelona. You may be required to travel occasionally, up to 10% of the time, for customer visits and meetings.
- **Involvement in the organization:** As a small-sized but fast growing company, you will be part of the business, the strategy and the decision making of the organization. We will value your involvement and proactiveness.
- **Gympass:** Gympass is an all-in-one corporate benefit that gives your employees the largest selection of gyms, studios, classes, training and wellness apps.
- **Salary Range:** Competitive compensation package in line with job responsibilities and experience.