Apply & Send Your CV

Duty Manager / SOC Analyst

Are you an experienced Duty Manager / SOC Analyst ready to take control in a live, mission-critical environment? Do you thrive under pressure, make confident decisions in real time, and bring clarity to complex operational situations? If so, we'd love to hear from you.

At Certes IT, we deliver technology and resource solutions that make a real difference. Working across secure government, defence and national security environments, we help organisations deliver mission-critical programmes that protect and support the UK's most important services.

About the Role

We're looking for an experienced **DV Cleared Duty Manager / SOC Analyst** to operate within a live, high-pressure operational control environment. This is a **blended, shift pattern role** combining operational leadership with technical awareness. The successful candidate will act as a **central point of control**, maintaining operational oversight across multiple domains while coordinating incident response and enabling effective decision-making.

This role will be rewarding for someone who can act as an **operational commander with enough technical awareness to ask the right questions and control the room**.

Key Responsibilities

- Maintain a **single operational picture** across cyber, network, service, and physical domains
- Monitor live environments and **assess alerts and incidents in real time**
- Perform **initial triage and validation of alerts** to reduce noise and structure incidents
- **Control escalation pathways and prioritisation** of incidents
- Coordinate across SOC, NOC, infrastructure, and security teams
- Support or initiate **major incident management activities**
- Maintain **logs, dashboards, and accurate operational records**
- Deliver **clear handovers and continuous situational awareness** across shifts

Capability Profile

This role is intentionally balanced:

- **60% Operational Leadership / Coordination**
- **40% Technical Awareness / Triage Capability**

The focus is not on deep technical expertise, but on the ability to **understand, assess, and direct activity effectively in a live environment**.

What We're Looking For

We're interested in speaking with individuals who have:

- Understanding of **SOC and NOC workflows**, including alert triage and escalation paths
- Ability to interpret:
  - Monitoring alerts (availability, performance, security)
  - Logs and dashboards at a high level
- Awareness of incident severity, impact, and prioritisation
- Experience working within a **24x7 operational or control room environment**
- Strong coordination and decision-making capability in **time-critical situations**
- Former **Major Incident Manager with some technical exposure**
- Senior **SOC/NOC Analyst with leadership or coordination experience**
- Service operations lead within a **24x7 control room environment**
- **Must have active DV clearance**

Why Join Certes IT?

At Certes IT, our people are at the heart of everything we do. We've built a culture founded on **integrity, collaboration, communication and delivery excellence**, supporting you to make a real impact in complex, mission-critical environments.

This role offers the opportunity to operate at the centre of live operational activity, helping maintain situational awareness, coordinate incident response and support confident decision-making across cyber, network, service and physical domains. You'll be joining a team that understands the importance of calm leadership, clear communication and effective control when it matters most.

We believe great results come from great teams. That's why we support professional development, recognise expertise and create an environment where people are trusted to contribute, take ownership and deliver meaningful outcomes.

Join Certes and play a key role in helping organisations protect, support and deliver the UK's most important services. Your next mission starts here.

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