



**Technical Services**

# Skybox Platform Operation Remote Engineer

**Full and part-time options**

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## General description

The Skybox Platform Operation Remote Engineer, Full-Time and Part-Time, is a Skybox® Security resource working with and managed by your team, providing technical and remote operational assistance for the Skybox platform. The engineer may be nearshore and is deployed for a minimum of one year. They work on average 100%, 50% or 25% of a normal full-time employee per week, during your local business hours at a fixed cost.

The Skybox Platform Operation Remote Engineer will take care of a checklist of operational and maintenance tasks to keep your Skybox system operating efficiently. They will also oversee general operations and help maintain the platform, allowing your staff to focus on analysis and take-action on tasks.

As the Skybox Platform Operation Remote Engineer is a trained Skybox employee, they have unprecedented access to Skybox resources and teams including support, professional services, research and development, product, and solution teams. This expertise and access enable them to communicate your use cases and requirements directly to Skybox, so your needs are addressed quickly and accurately.

Each Skybox Platform Operation Remote Engineer will have a professional background in security domains relevant to Skybox products and will receive Skybox product training and certification by Skybox experts.

This description is a general overview of the type of activities and general responsibilities of Skybox and the customer. If a Skybox Platform Operation Remote Engineer Full-Time or Part-Time Service is purchased, a Statement-of-Work will cover special needs, if any, based on mutual agreement.

## Recruiting, hiring, and training

Skybox will work to recruit and onboard the Skybox Platform Operation Remote Engineer, who will receive Skybox-provided training. Skybox will also work with the customer's team to onboard the Skybox Platform Operation Remote Engineer using their remote connectivity process.

Skybox performs recruiting based on the basic skills and experience criteria listed below, providing best effort to match as many criteria as possible:

- Enterprise networking and routing.
- Firewalls, technical access policies, and change management.
- Linux administrative and operational experience, preferably Red Hat or CentOS.
- Vulnerability management, familiarity with penetration testing, and attack methodologies.
- Security management practices such as risk management and administrative network access policies.

- CISSP or equivalent certification and/or experience.
- Vendor certifications (e.g., Cisco, Juniper, Palo Alto etc.).

## Scope

The Skybox Platform Operation Remote Engineer will work with your team to manage and operate your Skybox deployment. The purpose of their role is to enable your team to get the most out of Skybox capabilities and maintain the system on a regular basis to ensure data freshness and correctness.

### In-scope activities

The scope of the Skybox Platform Operation Remote Engineer Service is limited to the Skybox products purchased and in-use by the customer. The Skybox Platform Operation Remote Engineer will generally be responsible for the following duties and activities:

- Running and delivering data, reports, and other outputs and data exports as provided by the system and requested by the customer.
- Set up user configurable settings and administrative activities including:
  - Adding or removing users, roles, groups, and permissions.
  - Adding or removing devices already covered by import tasks and processes to/from the system. This is not to replace deployment services of new modules or devices usually performed by Professional Services.
- Monitoring for stale devices, device import and connectivity errors with devices, and working with internal customer teams to correct any issues with device or data imports and general model maintenance.
- Monitoring the system for proper operation according to Skybox specifications, determining if there are any issues with the Skybox product by reviewing system logs and submitting support cases to Skybox, and consulting with Skybox teams for guidance on possible workarounds as applicable.
- Proactively monitor support cases, follow up as needed with Skybox teams until solution is provided, and manage escalations of support cases.
- Working with both the customer teams and Skybox teams on ways to use or improve the use of Skybox within the customer processes and providing input to the customer and Skybox Professional Services.
- Coordinating requests from and/or meetings between customer teams and Skybox teams as required.
- Operating and maintaining the system and system health by performing a checklist of operational and health check tasks provided by Skybox.
- Testing and deploying updates to the Skybox system, adhering to the Customer's internal upgrade practices and policies.

- Managing issues on the system and reporting them to Skybox Support via support cases, and handling support cases and their resolution, handling priority, and escalations with Skybox Support.
- Working with Skybox Professional Services (PS) on any active PS project activities.
- Gathering requirements for new projects and interface with Skybox PS to scope and document new PS services and work closely with Skybox PS as new projects are deployed.

## Out-of-scope activities

The following activities and responsibilities are out-of-scope for the Skybox Platform Operation Remote Engineer:

- Any work not listed in Skybox Platform Operation Engineer Remote In-Scope Activities above.
- All job assignments and/or responsibilities not directly related to the Skybox product purchased and in use by the customer.
- Scripting, custom software development and/or integration with external systems of any kind.
- Performance of activities or work on the system normally performed by Skybox Professional Services or Skybox Support, including but not limited to, custom scripting, custom reporting, custom connector, deployment of new modules of capabilities of the system (Deployment), any external integration and/or any modification to the Skybox software other than normally configurable settings and outputs available within the User interface of the Skybox system.
- Administration of any non-Skybox related IT system.
- Firewall, network, vulnerability, security administration or management activities and/or responsibility.
- Any responsibility or activities directly or indirectly related to configuration and/or access to any production or critical infrastructure devices, systems and/or processes.

## Guidelines and responsibilities

- The Skybox Platform Operation Remote Engineer is an employee of Skybox or a certified and well-trained partner of Skybox. The physical location of the Skybox Platform Operation Engineer Remote will be set by Skybox.
- There might be a lead time of up to 60 days for a new engagement of Skybox Platform Operation Remote Engineer Full-Time & Part-Time, starting from date PO is received.
- The Skybox Platform Operation Remote Engineer Service must be purchased for a term of at least 12 consecutive months.
- Working hours are eight (8), four (4) or two (2) hours during mutually agreed upon day, no overtime, and no travel without prior mutual approval.
  - Typically, work hours are 9 a.m. – 5 p.m. local time.
  - Any significant changes to work schedule must be mutually agreed between Skybox and the customer before being implemented.

- Customer agrees to make accommodations for the Skybox Platform Operation Remote Engineer's personal time-off, sick leave, and holidays subject to the employment agreement between the Skybox Platform Operation Remote Engineer & Skybox and allow the Skybox Platform Operation Remote Engineer Full-time or Part-Time to attend Skybox required and or requested off-site training and events, with mutually agreed advance notice.

## Customer responsibilities

- Provide all necessary remote connectivity; work equipment (e.g., computer, remote access); and access to relevant systems, data, documentation, and internal resources required to carry out the job duties. Specifically, grant SSH access to Skybox servers and collectors as well as Skybox user interface, for all Skybox environments at customer's site.
- Designate technical resource(s) on the customer team to work with the Skybox Platform Operation Remote Engineer as required to manage and operate the Skybox system (e.g., network engineering, firewall engineering, security engineering).
- Designate a manager in the customer organization to be the single point of contact for managing the Skybox Platform Operation Remote Engineer and coordinate with the Skybox Manager. Notify Skybox of any requested changes in the work schedule of the Skybox Platform Operation Remote Engineer Full-Time or Part-Time.
- Send reports on Skybox Platform Operation Remote Engineer Full-Time or Part-Time's performance to Skybox on a mutually agreed schedule.
- Adhere to all obligations and requirements outlined in a SOW.

## Skybox responsibilities

- Recruit, onboard, and provide training to the Skybox Platform Operation Remote Engineer.
  - Provide Skybox Platform Operation Remote Engineer with regular and up-to-date training on the Skybox product and processes.
- Work with the customer to ensure smooth onboarding and ramp-up of the Skybox Platform Operation Remote Engineer within the customer environment.
- Designate a single point-of-contact in Skybox for managing the Skybox Platform Operation Remote Engineer and coordinate with the customer manager.
- Ensure the Skybox Platform Operation Remote Engineer complies with all customer policies, rules, guidelines, and requirements while within the customer environment.
- Work with the customer manager to monitor and manage the performance of the Skybox Platform Operation Remote Engineer and address any issues of performance that may arise.
- Adhere to all obligations and requirements outlined in a SOW.

## Skybox Platform Operational Remote Engineer assisting customers to achieve success

### Skybox resource

- The Platform Operational Remote Engineer is a Skybox resource working with and managed by the customer, providing technical and operational assistance for the Skybox platform. **They are deployed for a minimum of one year working as Full-Time**

**or on average 50% or 25% of a normal full-time employee per week, during local business hours at a fixed cost.**

### Responsibilities

- The Skybox Platform Operational Remote Engineer will take care of a checklist of operational and maintenance tasks to keep your Skybox system operating efficiently. The Platform Operational Remote Engineer also will oversee general operations and help maintain the platform, allowing your staff to focus on analysis and take action.
- **The Skybox Platform Operational Remote Engineer must have access to Skybox environment**
- **The Skybox Platform Operational Remote Engineer does not replace PS/Solutions/Support**

### Onboarding

- Each Platform Operational Remote Engineer will have a professional background in security domains relevant to Skybox products and will receive Skybox product training and certification by Skybox experts.

## Skybox Platform Operational Remote Engineer options

### RE-S

<b>Product name</b>	<b>Skybox Platform Operational Remote Nearshore Engineer Full-Time</b> (40 Hours average per week) - Subscription
<b>Product description</b>	A full-time (40 Hours average per week) Skybox Platform Operational Remote Engineer (Nearshore) to operate the Skybox platform. The scope is defined by Service Description Document.
<b>Payment plan</b>	Prepaid & paid-annually

### RE-PT-50-S

<b>Product name</b>	<b>Skybox Platform Operational Remote Nearshore Engineer Services Part-Time</b> (20 Hours average per week) - Subscription
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<b>Product description</b>	A part-time (20 Hours average per week) Skybox Platform Operational Remote Engineer (Nearshore) to operate the Skybox platform. The scope is defined by Service Description Document.
<b>Payment plan</b>	Prepaid & paid-annually

### RE-PT-25-S

<b>Product name</b>	<b>Skybox Platform Operational Remote Nearshore Engineer Services Part-Time</b> (10 Hours average per week) - Subscription
<b>Product description</b>	A part-time (10 Hours average per week) Skybox Platform Operational Remote Engineer (Nearshore) to operate the Skybox platform. The scope is defined by Service Description Document.
<b>Payment plan</b>	Prepaid & paid-annually