

**Writing Assignment One: Axis Job Analysis**

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### **Abstract**

Cybersecurity has become a behemoth of an industry, with various niches and job roles requiring fulfillment. This paper aims to study one a job posting from Axis Communications, a global network systems security company, looking into the role and responsibilities. On top of this, the author will describe why his skills would be suited for the role, and how he was prepared for them.

*Keywords: Axis, Cybersecurity, Advertisement*

### **Writing Assignment One: Axis Job Analysis**

Cybersecurity as an industry has a myriad of career tracks and job roles, all adding to combating and curbing looming threats in cyberspace. From network technicians to cryptographers, there are hundreds of niches cybersecurity students fresh out of college can fall into. Recruiters and recruiting websites echo this fact, with millions of job applications and openings reported online. There's a race to fill talent in these roles, with the World Economic Forum reporting the need for 4 million cyber professionals to make up for the 2025 shortfall of cyber workers. (Meineke, 2024) One area in need of entry level personnel is network systems security. Network system security involves defending property both commercial and residential from physical, real-world attackers. Network system security provides protections for physical security assets such as cameras, door controls, security speakers, license plate readers, and more. There comes a need for these systems themselves to be secure, and this is where the Axis steps in. Axis Communications, a leader in network systems security, has a multitude of roles geared toward defending these assets. One of these roles is that of the Technical Services Engineer. This role is designed to ensure uptime of client systems, configure client and company resources, and research threats to the organization's operations. Despite the advertisement's technical jargon, the role's requirements are surprisingly straightforward. This paper aims to explore four domains, the company and job responsibilities, skills required to excel in the role, skill sets the company may not directly indicate, and how the author of this paper would be prepared to apply for this job, pulling from skills learned from his schooling and work opportunities. In the world of cybersecurity, there are many tracks new and aspiring professionals could take, with Axis Communications being one of these varied opportunities.

Axis Communications is one of the industry leaders of network system security. With over 4 decades worth of experience in security camera technology and having created the first IP based network camera in 1996, they are essentially the founders of the IP-based security industry. (Axis, 2025) Axis has grown into a global company, servicing thousands of customers with network-based solutions, with a recent focus in cyber security. The Technical Service Engineer is an essential role within the organization, on the frontlines of IT and cyber security issues and threats. Being a hybrid role, the mission of these 'techs' is to support uptime of Axis products as well as client systems and internal systems. After analyzing the advertisement, the Technical Service Engineer's description can be broken down into three responsibilities. The first being technical support, interfacing directly with integrators, customers, and other IT professionals to solve Axis product issues. This can be done over a variety of mediums; over the phone, email, teleconference calls, and in person. Axis implies that work will be steady, coming in high volumes with tight timetables. The second responsibility for techs is the configuration of systems, going beyond simple tech support. Configuration involves going on site or through accessing systems over an internet connection, setting up long term solutions for company and client system optimization. Axis has done this specific task at my work, where their professionals have come into our data center and worked on our connection to their systems. Lastly, researching exploits, bugs, and potential issues. From the post, Axis is looking for those who are proactively searching for issues and resolutions to problems. This includes replicating them in a lab setting, creating documentation for potential issues, and testing trial fixes. The Technical Service Engineer is an essential role within the company, acting as a support to company operations as well as a researcher, pursuing potential threats and bugs within their systems.

Throughout the advertisement, Axis lays out various hard skills and soft skills they're searching for in a candidate. Before we dive in, it's worth noting that the advertisement prefaces that they're willing to train new hires. Axis is very forthcoming about assisting their teams and stating it will be a growing experience. Though written various ways, there's a recurring sentiment that aspirants should have a basic and well-rounded understanding of information technology to apply for this job. Aside from having technical services in the job title, Axis states they're looking for experience in "...switches, routers, and other network-related components." (Axis Comm., 2025) Technical experience is essential to complete this job role, with employees working day in and day out with multiple technologies that interface and enable Axis's product line. Axis also requires soft skills like time management. When juggling multiple tickets from customers, it behooves Technical Service Engineers to use their time wisely, as to not become overwhelmed and destroy the overall technical support workflow. Candidates are specifically charged with being able "...to handle multiple issues in an organized manner." (Axis Comm., 2025) Without time management, the role would probably become overwhelming and hurt the ability of clients and other members of Axis to fulfill their roles. Lastly, and this pairs nicely with time management, is communication. Having a front-face role in the company requires a great deal of time with customers. Technology is difficult to explain already to those in the industry, let alone those who work strictly in business or other fields. Having proper communications skills, being able to translate tech jargon into plain speech for people to understand is highly sought after. Effective communication would put an individual head and shoulders above other candidates. Axis lists a wide variety of skills it is looking for, casting a wide net to find the most qualified person for the role.

Upon first glance, one would find the requirements straightforward. Analyzing the advertisement further reveals some deeper skills axis is looking for. Despite the variety of words and bullet points, some aren't explicitly stated. One of the biggest skills not directly stated was being a lifelong learner. As technology evolves, professionals must maintain current knowledge and standard practices. Being dynamic in professional learning is subtly hinted throughout the post, with the company going as far as to offer tuition reimbursement and other paid trainings. Critical thinking is also implied throughout the ad. When working through customer issues and fulfilling their requirements, surface level answers won't suffice. Especially with complex networks and their multitudinous amounts of protocols, ports, and unique properties, technicians should be able to think through problems, implement steps toward a solution, and act on them. Axis hints throughout the listing that if applicants have good foundations, they'll be trained. This speaks more to the position, where Axis understands that someone coming into this role will not have all the answers. Axis only asks that one is willing to learn and be receptive to instruction. Looking more deeply into this post provides greater insight into the role and some of its hidden requirements.

When writing this analysis, this particular advertisement was chosen because I believe I'd be well suited for the role. ODU has a wide selection of courses in cybersecurity and has allowed me to build a respectable foundation of IT understanding. From Linux systems, network system security to cryptography, there have been multiple concepts instilled into me. Many of these classes have concepts that directly correlate to the job requirements. Aforementioned network topologies, standards, and scripting have been drilled into me during my courses and would be extremely valuable on a resume if I were to apply for this job. On top of these scholastic endeavors, ODU assisted me in obtaining my CompTIA Security+ and Network+, internationally

recognized certifications that prove I am competent in networking and cyber security technologies. Outside of my schooling and self-learning, I've had three IT based internships. These internships solidified my knowledge gained at college through practical, hands-on work which allowed me to understand troubleshooting and the many facets of computers and servers alike. My current internship I work in pertains to customer operations, where I test and implement special integration requirements for customers on our own software. This would be relatively similar to what an Axis Technical Service Engineer would accomplish on a day to day. Along with my hard skills, I have trained soft skills during my time working; excelling in time management, critical thinking, problem solving, delegation and collaboration. These soft skills allow me to work extremely well with my peers, allowing us to easily make breakthroughs, handle conflict, and reach milestones in a timely fashion. When choosing an advertisement, I picked Axis because I believe I am extremely qualified for the role, displaying many qualities that they look for in a candidate.

Axis is a global company ensuring security for millions of commercial, enterprise and residential customers alike. Personally, I cannot speak more highly about them, having worked on their varied product lines. Easy to use equipment, professional employees, and treating their partnerships like family has built them an astounding reputation. Despite being the first in the industry, they are still innovating, with a culture of continuously looking to the future. The Technical Services Engineer role is a fascinating role, bridging hard technical skills with social skills. Believe that my skillset would be a great fit for this organization. ODU's course requirements prepare students for many network and cyber security scenarios, and with their programs to help students get certified, make students competitive. Cybersecurity has multiple job careers students can delve into, with Axis Communications being one of these many fields.

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