

IT Remediation and Response Engineer

SpearTip - Mission Statement

By blending cutting-edge technologies, unique skill sets and proven military cyber counterintelligence strategies, SpearTip teams with our partners to protect shareholder value, shield corporate reputations and enhance long-term profits.

Core Values

TENACIOUS

- Tireless in pursuit of answers; never give up until we find a solution
- Resolute in our desire to exceed client expectations
- Insistent on holding ourselves to a higher standard

CONTINUOUS LEARNING

- Grow our people to grow the business
- Enrich our minds to improve our company culture and personal life
- Help others to excel; serve as a knowledge base for each other, our clients, and our community

CONSISTENT

- Develop, follow, and improve internal processes to achieve our corporate vision
- Listen, ask questions, get the facts, make better decisions
- Committed to be the best
- Focus, focus, focus!

ACCOUNTABLE

- Uncompromising integrity, always transparent, honest, and direct
- Treat others with dignity, care, empathy, and consideration
- Rely on others and be reliable
- Demand excellence

DECISIVE

- Get it done, don't delay it
- Overcome roadblocks, push through issues
- Act with autonomy; make intentional decisions

COLLABORATIVE

- Partner with our clients to produce superior results
- Be a team player; seek input and advice from co-workers
- Make it a practice to listen first and then be heard

Position Description

In this role, the successful applicant will be responsible for assisting clients with on-site support specific to ransomware recovery and remediation. The IT Remediation and Recovery Engineer will also be responsible for conducting ongoing management of managed service customers. Finally, the engineer position will lead technicians in assisting clients to stand up the environment.

Characteristics Requirements

Not all of the following requirements are expected for every potential candidate. SpearTip considers both the character of person and their experience when making hiring decisions. For a strong candidate, SpearTip is willing to offer training (internal and external) to fill knowledge gaps

- Creative brainstormer willing to build solutions collaboratively to solve complex information technology challenges/problems
- Self-motivated, decisive decision maker with the ability to take ownership and willingness to be accountable
- Willing to stick with difficult challenges/problems to consistently produce the best solution for our partners
- Willingness to champion new technology and innovative approaches

- A strong desire to be immersed in a culture of Continuous Learning for both the development of team-mates and self-improvement

Personal Attributes:

- Consistently dependable team member who works collaboratively producing exceptional results.
- Accountable, self-motivated, self-directed and works well autonomously and with integrity.
- Tenacious desire to set and meet quarterly goals with a “roll up the sleeves attitude”.
- Change agent eager to accept challenges in a consistently changing environment.
- Works well under deadlines and able to perform multiple tasks effectively and concurrently.
- Bold decision maker with analytical problem-solving skills.
- Proactive thinker with excellent organizational skills and exceptional attention to detail.
- Effective communicator who excels at nurturing long term relationships while achieving positive results.

Educational and Experience:

- Computer Science, or Information Systems Bachelor’s Degree or equivalent
- Professional experience in an IT Operations, IT Support, or IT Administration role
- Multiple Intermediate or Expert Level Information Technology Certifications – desired but not required (e.g. CompTIA A+, CCNA/CCNP, CISA, MCSE, CISA, CompTIA Cloud+, AWS Certified Solutions Architect – Professional, VCP6-DCV, CISSP, CISM, etc.)
- Experience using VMWare products in an enterprise solution
- In depth knowledge of Windows Active Directory as well as Active Directory Services
- Proficiency with multiple supported windows operating systems
- PowerShell scripting and .net framework experience
- Experience with setup, configuration, and best practices related to networking devices to include but not limited to firewalls, switches, and routers
- Familiarity with IT deployment tools including but not limited to PDQ Deploy, EMCO remote installation, and group policy
- Understanding of ransomware encryption and best practice surrounding incident response

Responsibilities:

- Project Management - Exercising independent judgment and discretion, communicate/coordinate with clients regarding tickets, project updates, and project status throughout the life of an engagement
- Solve technical issues of ransomware recovery to assist in securely standing up an environment after being hit with a ransomware attack
- Working with available backup software across client environment to restore from available backups while understanding the criticality of business operations
- Providing recommendations to the client; with the understanding that your recommendations can have a significant impact to client operations
- Focus on providing excellent customer service, communicating effectively with the client and stakeholders on recovery plan, steps, and status
- Confident and Comfortable working in primarily windows -based environments with active directory services and available cloud options.

- Problem Solving; independently and in a team environment
- Exercising independent judgment and discretion
- Responsible for the timely completion of engagements and appropriately communicating project status and workload to company leadership through the required channels.
- Maintain current certifications (as applicable)
- Short-term travel (up to 50%) to support regional, national, and international clients
- Work towards new certifications with proper training at SpearTip's expense at the discretion of company leadership
- Attend and actively participate in the EOS/Traction L10 Meetings and EOS processes
- Responsibilities subject to change at the discretion of company leadership
- All your information will be kept confidential according to EEO guidelines.

Benefits:

- Health Insurance Coverage – 100% coverage plan, current employee contribution is \$0
- Dental & Vision Coverage – current employee contribution is \$0
- Participation in 401(K) Plan, employer match of 100% for the initial 3% of contribution and 50% for next 2%of contributed funds, immediate vesting
- SpearTip approved holidays (currently 8 approved holidays)
- Personal leave days