

## IT Remediation and Response Technician

### 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 Technician will also be responsible for conducting ongoing management of managed service customers.

### 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:**

- Professional experience in an IT Operations, IT Support, or IT Administration role
- Computer Science, or Information Systems Bachelor’s Degree or equivalent
- 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
- Comprehension of SIEM tools (Splunk or LogRhythm)
- Proficient in Windows and Linux operating systems

### **Responsibilities:**

- 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