

## IT Recovery & Remediation Analyst

### Mission Statement

Our mission is simple: day by day, engagement by engagement, shift by shift, alert by alert, we defend our partners from cyber threats. Daily we save jobs, businesses, communities, governments, and livelihoods, and ultimately allow them to fulfill their own missions.

We are driven by our core values: tenacious, consistent, decisive, continuous learning, accountable and collaborative. These values define our culture, and we strive to employ technical experts who have the right character, attitude, and motivation necessary to deliver exceptional service to our clients. We are looking for new talent in the St Louis area to be a part of our growing team!

### Job Description

In this role, you will be responsible for assisting clients with on-site support specific to ransomware recovery and remediation. You will also conduct ongoing management of our ShadowSpear Partners.

### Responsibilities:

- Project Management
- Communicate/coordinate tickets, project updates/status with client throughout engagement life-cycle
- Solve technical issues of ransomware recovery to assist in securely standing up an environment after being hit with a ransomware attack
- Implementing available backup software to restore client business operations
- Making sound recommendations and provide excellent customer service to clients
- Assist with account bookkeeping and data entry
- Prepare and review travel expense reports
- Communicate project statuses to executive staff
- Problem solving independently and in a team environment
- Exercise independent judgment and discretion
- Attend and actively participate in team meetings
- Pursue continued technical education/certifications (at SpearTip's expense)

### Required Qualifications:

We consider a candidate's character, experience, potential, and desire to learn. For a strong candidate, we offer training and company-paid certifications to fill knowledge gaps.

- Minimum 2 years of information technology education and/or experience
- Knowledge of incident handling procedures, Windows, and Linux operating systems
- Understanding of ransomware encryption
- Availability for short-term travel to support clients (50%+ of time)
- Independent problem-solving skills
- Strong written and oral communication skills
- Ability to work onsite in St Louis, MO
- Security clearance eligibility
- Eligible to work in the United States without sponsorship
- Experience working in a team setting

**Desired Qualifications:**

- Computer Science, Cybersecurity, or Information Systems Bachelor's Degree or equivalent
- Professional experience in a development or IT operations, IT Support, or IT Administration role
- Intermediate or expert level IT certifications
- Proficiency with multiple supported windows operating systems
- Experience with security technologies (SIEM, EDR, Antivirus)
- In-depth knowledge of Windows Active Directory and its services
- 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
- Experience with VMWare products in an enterprise solution
- Familiarity with IT deployment tools including, but not limited to, PDQ Deploy, EMCO remote installation, and group policy
- 2 years experience in a customer-service setting

**Additional:**

At SpearTip, we strive to protect our clients 24/7, 365 days a year from the ever-evolving changes in cybersecurity. We take pride in our results and what we achieve. We recognize that life isn't all about work; we promote a culture that supports your personal goals and enriches your professional goals.

We provide excellent benefits to our team members. You could be eligible for:

- 100% employer paid health, dental and vision coverage plans for you and your family members
- 401(K) Plan with 100% employer match up to the first 5%
- Paid Time Off program and paid holidays
- Opportunities to grow and promote through employee development and employer-paid training

We want people who want to grow with us! Are you ready to stop threat actors from victimizing companies and putting your response skills to the test? Apply and find out!