



Position: Security Analyst

Introduction

GridSME's mission is to enable a reliable and sustainable energy future. Our founders built the company with the explicit mission of facilitating change within the electric industry. We want to grow in order to help more and more people.

We measure GridSME's success by the caliber of people on our team, the quality of work they produce, and the growth of our fan base over time. You will be expected to drive teamwork and collaboration with the entire GridSME team. We are a small company, and you may be asked to assist with other projects for the company in addition to your regular job responsibilities. Our company fosters initiative, open and candid communication, ownership, and teamwork – all necessary for our team to achieve its objectives.

Brief Job Description

Responsible for communicating effectively and directly with GridSecurity customers. Creates, updates, and triages incidents and tickets. Recommends, updates, and documents process improvements. Maintains and monitors various security tools. Directly supports and reports to the Directors of GridSecurity. High levels of multi-tasking requiring consistent, process driven, project management skills.

Specific Job Responsibilities

Your position's overall responsibilities include:

- GridSecurity managed security services
 - Support day-to-day operations including, but not limited to, ticketing system management, helpdesk support and prioritized incident triaging with both internal teams and external vendors to successful completion.
 - Support project initiatives, such as evaluating, deploying, configuring, and managing technology that allows GridSec to operate in an effective and efficient manner
 - Assist the team in identifying, building and documenting processes and procedures to manage the security services line of business
- GridSecurity consulting work
 - Assist the team with existing client work related to all aspects of our cyber security services
 - Assist our compliance team with the cyber security facets of NERC CIP compliance
- Business Development
 - Work with the team to ensure high rates of customer satisfaction with all client interactions



- Provide feedback on service enhancements & development that add value to current and potential clients
 - Leverage your business relationships to help grow the GridSME client list
 - Develop relationships and industry contacts to assist clients' adaptation to a changing energy world
- Challenge our status quo
 - Take initiative & innovatively provide solutions to areas within the company identified as in need of focus and improvement
 - Assist the GridSecurity Team Leads by identifying areas of improvement that support our strategic direction
- Growth
 - Achieve the 90-day GridSME Analyst training, thereafter, being mentored and mentoring those around you.
 - Attend conferences, forums, training, and industry engagements that help further brand the practice and demonstrate credibility

Minimum Qualifications:

A formal education in computer science or cyber security is preferred. Strong project management acumen is required. The candidate must be proficient with Microsoft Office applications, possess creative thinking and conceptualization abilities, demonstrate critical thinking skills, employ strong verbal and written communication skills, utilize analytical skills, and exhibit excellent interpersonal and teamwork skills.

Application Requirements:

Please include a cover letter with your resume. In your cover letter, please answer the following questions:

What is a new technology you are interested in and why? What is your next technical certification going to be? What is a technology you don't like? Please acknowledge that you can be proficient in polite, professional customer interactions using both ticket management systems & customer phone support requests with an 80% close on initial contact & 90% closed on same day expectation.



Why GridSME?

We are a young, fast-growing company in an industry undergoing historic technological and economic changes. GridSME desires to be the intersection between what our people are passionate about and what our clients' value. We are a place where our people grow, do meaningful work, and achieve their professional goals. To do that, we have built a strong team and family which operates in a flexible and candid environment. The perfect blend of autonomy and teamwork. We are all business owners thanks to our profit-sharing program.

The position is located at our headquarters in Folsom, California – the 2019 #2 ranked city for raising a family and a great place to live if you like affordable homes, great schools, the outdoors, and warm weather.

Compensation

This is a full-time hourly position earning a competitive wage with immense growth potential.

Our full-time employees receive health insurance benefits, health savings accounts, flexible spending accounts, and a 6% 401(k) match. In addition, the full-time employees also participate in GridSME's Profit-Sharing Program, which includes a Monthly Profit-Sharing Cash Bonus, an Annual Holiday Profit Sharing Cash Bonus, and an Annual 401(k) Profit-Sharing Bonus.

The Application Process

After applying, we will contact promising candidates for an initial Zoom interview. If there appears to be a match, we will move forward with one-to-more Zoom-based interviews with our GridSecurity leadership team. From there, we will conduct interviews with your references.