



THE ROLE: Director: Incident Response:

We have created a new standard in ransomware incident response and need a leader to help us take our client experience to the next level. We are looking for an experienced incident response operator / leader to help us continue to shape our product and service. Your work will help companies from around the world recover from cyber attacks we want you to play a major part in raising the bar as we continue our growth.

WHO YOU ARE:

You are passionate about ensuring clients have an amazing experience. You have the ability to abstract operational patterns, bottlenecks and conjure both process and technology solutions that improve customer experience and internal efficiency. You are willing to roll up your sleeves and play individual contributor when necessary, but are also keen to grow and scale a team. You have experience in incident response operations. You are interested in building a product and contributing by distilling customer experience and feedback to ensure the right features get prioritized. You are data driven by default. You understand and respect proper controls, regulations and policies that guide operational success. You are a clear and articulate communicator with customers and your co-workers alike. You understand how to manage a project and communication with stakeholders. You enjoy cultivating internal relationships and are comfortable giving and receiving candid feedback when it comes to performance.

WHAT YOU'LL DO:

You will handle incident response cases. You will own the customer experience from onboarding through case-closed. You will provide guidance to clients seeking visibility on how their cases will progress. You will negotiate with cyber criminals.. You will manage financial operations associated with settlements. You will interact with our commercial partners, and our partners in law enforcement. You will be responsible for following and improving our operations compliance procedures. Our case operations and the efficiency of our throughput are in your hands. You will have the opportunity to travel and speak on behalf of the company to clients and at industry gatherings.

YOU SHOULD HAVE:

- Experience in financial operations and/or cyber incident response
- At least 1 year of management experience

WE HOPE YOU HAVE:

- Experience recruiting and building a team
- Cyber security qualifications / certifications