

**ABOUT THE ROLE:**

We have created a new standard in ransomware incident response and need a team member to help us continue to evolve our customer experience to the next level. We are looking for a subject matter expert to join our retained Customer Success team and help ensure we develop and deliver valuable content, tabletops, and training workshops to our enterprise customers. You will work closely with our Customer Success team and our Field CISO to help our Global 2000 customers train their executive, technical, finance and operational teams on the nuances of handling a cyber extortion incident and improving their organizational resiliency to such attacks. Coveware is a fully distributed company with employees all across the country. This role is a fully remote position.

WHAT YOU'LL DO:

Working closely with our Field CISO and Customer Success team, you will serve as a resource for our retained clients, with deep enterprise and technical expertise in incident response, cybersecurity, and risk and compliance. You will assist in the development and delivery of authoritative security-focused documents, training, tabletops, workshops and exercises delivered to our retained customers. The role will support the Customer Success team as necessary through the customer lifecycle, including customer due diligence requests, RFP/RFI questionnaires, and review of contracts. You may also be called upon by other parts of the organization, on an as needed basis, for your subject matter expertise including supporting our case management team and the internal Computer Security Incident Response Team (CSIRT). This role reports to the Senior Director of Customer Success.

WHO YOU ARE:

You enjoy spending time in front of enterprise stakeholders, helping them prepare for cyber security events and have extensive experience in enterprise security organizations and with cyber incident response. You enjoy being customer facing, and are an active listener with excellent written and verbal communication skills, and are not afraid to speak the hard truth if it means helping a company understand gaps in their knowledge or preparation. You enjoy collaborating with other team members to maintain your knowledge of the industry and current happenings and to deliver up to date information on the ransomware climate to customers.

YOU SHOULD HAVE:

- 10+ years of experience in areas related to information security/cybersecurity/incident response/digital forensics with foundational knowledge of general application, risk management, cloud and network security concepts, and incident response best practices ideally in a global 2000 enterprise
- Strong knowledge and understanding of information security practices and policies, including information security frameworks, standards, and best



practices such as NIST Cybersecurity Framework (CSF) and Center for Internet Security (CIS) controls and their applicability to cyber defense and recovery

- Foundational knowledge of risk management principles including identifying gaps and solutions/remediations for minimizing exposure to risk particularly from cyber attacks, as well as cyber insurance
- Ability to communicate complex and technical issues to diverse audiences, orally and in writing, in an easily understood, authoritative, and actionable manner
- Experience presenting to enterprise leaders in a consultative manner, with experience creating and executing educational workshops and tabletops as a part of cybersecurity control reviews, best practices, and incident response preparation.
- Ability to travel to events and customer locations for presentations.

WE HOPE YOU HAVE:

- 5+ years of customer facing experience supporting B2B customers in incident response, cybersecurity, technology, or forensics related services.
- Information Security Certification(s) – e.g., CISSP, CISM, CISA, or CCSP, GCIH, GCFE, GCFA
- Bachelor’s degree in Cybersecurity, Computer Science, Information Systems, or a related field; Master’s degree preferred.

BENEFITS OF WORKING AT COVEWARE:

- Flexible vacation policy and work environment
- 401k plan + company matching
- Paid leave for new parents