

# Expedient Technology Solutions, LLC

## Job Description – Cybersecurity Analyst

### Position Description

Expedient Technology Solutions (ETS) is a rapidly growing managed IT services company located in Miamisburg, Ohio. ETS has developed a strong reputation for providing outstanding customer service by fostering a culture of continued growth, honesty, and WOW through service.

We are actively seeking a **Cybersecurity Analyst** with a continuous growth mindset to join our Cybersecurity team. We strive to recruit and develop teammates that foster our WOW through service culture. We are a drama-free, collaborative work environment and enjoy providing personal and professional growth to all employees. Whether your career goals are in cybersecurity, infrastructure, or penetration testing, we are committed to help guide you on your journey with experience, development, and certifications.

### Responsibilities

- Triage and resolve cybersecurity tickets.
- Review reports and create remediation tickets.
- Assist with managing application management tools.
- Assist with vulnerability remediation.
- Assist with cybersecurity awareness training program for clients.
- Assist with cybersecurity implementation projects.
- Review and remediate after-hours critical alerts during on-call rotations.
- Occasional travel to local client locations.

### Essential Skills

- Effectively communicate with clients and ETS team members. Communication is key to our success.
- Be innovative and consultative when working with clients. The value of ETS comes not only from solving the client's issues but helping to avoid reoccurring issues.
- Follow ETS policies, procedures, and service delivery expectations to ensure consistency.
- Collaborate with team members on projects and issues, as necessary. Provide and receive training.

### Expectations & Professional Growth

- Work scheduled hours Monday through Friday between 8:00 AM and 5:00 PM, with occasional after-hours support and project tasks as needed.
- Grow as a team member through continued education (certification plan), research and study, and interaction with other professionals and leaders.
- Complete process and technical training during your first 30 days. These requirements involve shadowing team members, learning training procedures, client communication expectations, and specific technical skills/knowledge. This will be outlined in your onboarding schedule.
- Continue achieving certifications in cybersecurity to improve and keep skills current.

### Requirements

- A minimum of an Associate's degree in a related technical field is desired.
- CompTIA CySA+ Certification (required or attained in first 180-days).
- 1–3 years of experience in a related technical role.

# Expedient Technology Solutions, LLC

## Job Description – Cybersecurity Analyst

- In addition to working in the ETS office, occasional travel to local customer sites may be required. Reliable transportation is necessary.
- Additional certifications desired:
  - CompTIA Network+
  - CompTIA Security+
  - Microsoft Certified: Security, Compliance, and Identity Fundamentals
  - GIAC Security Essentials (GSEC)
  - GIAC Foundational Cybersecurity Technologies (GFACT)

### **What is in it for you?**

We offer a competitive total rewards program that includes:

- An executive team that cares about you and your career growth
- Competitive Health Insurance package
- Dental & Vision insurance
- Competitive PTO and flexible work schedule
- Retirement plan (401K) with company match

### **Purpose Statement and Core Values**

Purpose Statement - Reshape the experience for clients and team members.

#### Core Values

- *Continued Growth*: ETS places a strong focus on each team member continually growing both professionally and personally.
- *Honest Communication*: ETS places a strong focus on consistent and honest communication between all team members and clients.
- *Deliver “Wow” through Service*: ETS provides Stress Free IT managed services, which promises an experience that goes above and beyond our clients’ expectations.
- *Honor your commitments*: ETS team members are expected to honor their commitments to our clients and company.
- *Respect and Serve Others*: ETS is founded on biblical based principles and places a strong focus on team members serving others and giving back to our community.
- *Balance*: ETS recognizes and supports the need for each team member to enjoy a quality life outside of work.