

Cyber Incident Manager

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Company: Integrity360

Location: United Kingdom

Category: other-general

Location: Remote with travel to client/office site, UK
Notes: You must be located in the UK and hold valid right to work. No sponsorship offered. Must be willing to undergo BPSS check.

About Us
Integrity360 is one of Europe's leading cyber security specialists operating from office locations spread out across Europe, providing a comprehensive range of professional, support and managed cyber security services for our 300+ clients. With four top-class Security Operation Centers, we offer a complete end-to-end security services covering our clients' security from every angle. Our services include Managed Security, Cyber Security Testing, Incident Response, Security Integration, PCI Compliance and Cyber Risk & Assurance services. What sets Integrity360 apart is our excellent team of people that drive the business forward. The company was founded with a focus on technical expertise and that philosophy remains today. The skills and experience in our company are some of the greatest in the industry and clients remain with Integrity360 because they can rely on and trust us to go above and beyond to ensure their needs are met. Listed multiple times on Gartner Market Guides for Managed Security Services.

Job Role / Responsibilities
You will report directly to the Head of Incident Response, working alongside senior incident response analysts. The type of incidents you will be working on range from business email compromises to full-scale ransomware attacks. Technical expertise in incident response would be highly beneficial but not compulsory for this role as it is not a technical role. Primary Duties/Responsibilities include: Chairing and coordinating major incident war rooms during live incidents. If required, attending client sites during major incidents and acting as a conduit for communication between the client and the Integrity360 major

incident response team. Acting as non-technical point of contact for client stakeholders such as managers, directors and the C-suite level. Project managing various aspects of major incidents, such as identification, containment, eradication and recovery. Project managing the post-incident process with the customer, such as report delivery and recommendations. Onboarding major incident response retainer customers and acting as the communications conduit in between incidents for general enquiries. Project managing multiple live incidents at the same time. Providing full summaries of major incidents to the respective MDR customers during their monthly service meetings. Desired Skills You will have the capacity to multitask on several operational issues simultaneously. Have a very good understanding of customer issues and you can empathise with customers as to their current situation. Ability to think through difficult issues and provide advice or when necessary A clear understanding of the ITIL processes Ability to work on assignments requiring sound judgement in resolving issues or in making recommendations; Initiative to drive all incidents to resolution, ensuring timely participation by all stakeholders; Without hesitation when required, escalate issues to upper management, to include C-Level managers, in accordance with prescribed procedures. Incident Management and Incident communication experience Experienced in meeting deadlines while following processes and procedures Capable of working with other teams that challenge your processes and procedures Understanding of ITIL, SANS, PCI DSS, ISO 27001 and ISO20000 Logical thought mindset and experience developing reusable processes / data architectures. Certifications/Qualifications SANS: GCIH (Desirable) SANS: GCPM (Desirable) SANS: GLSC (Desirable) CREST: CCIM (Desirable) ITIL Foundation v3 or v4

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