

# BE AN INDUSTRY- LEADING SME WITH





# GridSME's Vision

We have a unique company culture at GridSME. The company provides the environment for the industry's experts to grow their careers and provide valuable services to our clients. We want to be the platform where our people can find the intersection between what they are passionate about, what they are good at, and what adds value to our clients and our company. In doing so, we help our clients successfully adapt to the grid's evolution. We intend for you to participate and contribute to this core objective of the company.

## Senior Service Desk Engineer

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 an agile, growing company and you may be asked to assist with other projects for the company in addition to your regular job responsibilities. Our company fosters an owner's mindset, teamwork, open and candid communication, and continuous learning – all necessary for our team to achieve its objectives. This position reports to the Network Security Operations Center (nSOC) Manager.

### **This position's specific job tasks and responsibilities include:**

- GridSME Support Engineer (internal company personnel)
  - Responsible for ongoing maintenance and future planning of GridSME's desktop environment (desktop support, data network, servers)
  - Support, diagnose, and troubleshoots technical IT issues as they arise
  - Performance monitoring of the company's desktop infrastructure and making suggestions to increase efficiency
  - Assist to identify and resolve application and operating system issues that hinder user productivity
  - Evaluate applications and software patches for desktop applications
  - Install, setup, configure and test a variety of application programs on user workstations
  - Maintain expert knowledge in desktop and laptop computing applications and use of connectivity infrastructure
  - Desktop asset procurement and management

- GridSecurity Managed Security Services Engineer (external clients/customers)
  - Create and maintain comprehensive documentation as it relates to server and network topology, equipment, and configuration(s).
  - Participate in after-hours upgrades, troubleshooting, and/or on-call availability as needed.
  - Standard system administration duties including server install, system/application install and patch management, windows problem determination and resolution, log analysis, etc.
  - Troubleshoot, support, and maintain LAN equipment and services, including switches, routers, firewalls and VPN.
  - Assist with monthly/quarterly reports and recommendations for Managed Services Clients
  - Interface with third party vendors as liaison between client and vendor
  - Utilize superior customer service skills
  - Stay current with system information, changes, and updates
  - Support day-to-day operations including, but not limited to, ticketing system management, prioritized incident triaging with both internal teams and external vendors to successful completion.
  - Assist the team in identifying, building and documenting processes and procedures to manage the security services line of business
  - Assist our compliance team with the cyber security facets of NERC CIP compliance
- Challenge the status quo
  - Continuously work on areas of the company in need of focus and improvement
  - Assist the Practice Leads, CEO, and COO/CFO with our strategic direction
  - Offer input to our leadership team

## **Experience & Skills Required:**

- Candidates should be team players with excellent communication skills and have the ability to manage assignments independently. The ideal candidate will have a nurturing personality and the desire to help in the development and mentoring of junior security analysts.
- Demonstrated ability to effectively communicate by phone or in person.
- Demonstrated written communication skills.
- Demonstrated ability to achieve successful outcomes in handling difficult situations and work with various customers and management levels.
- Demonstrated analytical and troubleshooting skills.
- Demonstrated ability to work in a dynamic and fluid environment.
- Shows initiative and acts independently to resolve problems.
- Demonstrated ability to manage multiple priorities and follow through on tasks to completion.
- Works effectively both as a team member and independently.
- Effectively utilizes tools to resolve issues and escalates appropriately.
- Proven background of providing great customer service.
- Ability to work independently, prioritizes existing projects, and proactively determine areas requiring additional attention, monitoring, or maintenance.
- Possess very strong and disciplined ticketing documentation skills.
- Ability to work through and adapt in situations where the environment is less than ideal

## **Preferred Education and Certifications**

- Associate degree or higher in computer science, information technology, information security, or similar.
- Familiarity with NERC CIP Standards is a plus.

## **The Application Process**

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.

After applying, we will contact promising candidates for an initial phone interview. If there appears to be a match, we will move forward to an in-depth interview focused on your work experience and expertise, technical competencies, and career accomplishments. From there, if needed, subsequent follow-up interviews may occur, including interviews of your references.

# Benefits & Compensation

## Payroll Schedule

Pay is the 5<sup>th</sup> (for the 16<sup>th</sup> to end of month) and 20<sup>th</sup> (for the 1<sup>st</sup> to the 15<sup>th</sup>) of each month.

## GridSME Profit Sharing Bonus Program

In this position, you are eligible to participate in all three components of GridSME's Profit Sharing Bonus Program:

- A Monthly Cash Profit-Sharing Bonus,
- An Annual Holiday Cash Profit-Sharing Bonus, and
- An Annual 401(k) Profit-Sharing Bonus.

GridSME will provide details on our Profit-Sharing Bonus Program during the interview process.

## 401k Plan

GridSME offers a 401k retirement savings program. GridSME will match all employee 401k contributions up to 6% of your gross cash compensation. Employer 401k match contributions vest immediately. Employer contributions begin with the first payroll period after the employee has worked one full calendar month. For example, if the employee begins on June 15<sup>th</sup>, the employee will be eligible to participate in the 401k program and receive a company match effective the payroll period beginning August 1<sup>st</sup>. In addition, the company has the Profit Sharing Bonus program described above.

## Health, Dental and Vision Benefits

GridSME offers a group health, dental, and vision insurance plan that you and your family are eligible to join. GridSME will pay 75% of the cost of the base plan's premium for you and your family. GridSME will only pay its share of the premiums for the healthcare plan that GridSME provides.

GridSME offers employees the opportunity to participate in a **Flexible Spending Account (FSA)** and a **Dependent Care Flexible Spending Account** as part of our employee benefits package. In addition, if you are on a high-deductible plan, which is our base medical insurance plan, you will also have the opportunity to participate in a **Health Savings Account (HSA)**. FSA and HSA plans allow employees to set aside money pre-tax to pay for certain healthcare and dependent daycare expenses.

## Vacation

This position is eligible for paid time off. The amount of exact paid time-off to be determined at a later date.

## **Annual Holidays**

GridSME observes the following holidays for a total of 10 paid holidays:

- New Year's Day
- Martin Luther King, Jr. Birthday
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day
- Plus, your birthday, if it falls on a weekday...if your birthday falls on a non-holiday weekday, you are invited to take that day off. If on a weekend or holiday, bad luck...try again next year.

## **Work Location**

You will work from GridSME's headquarters in Folsom, CA with periodic travel to our clients' sites and other business functions, as needed.

## **Evaluation Period**

The first ninety (90) days of your employment will be treated as an evaluation period when we will assess your performance and fit with our culture. At the end of this 90-day evaluation period, we will hold a performance review session with you to discuss your performance against the job requirements and expectations. If your performance does not meet those requirements and expectations, we reserve the right to end your employment.

# Why GridSME?

We are a young, fast-growing company in an industry undergoing a historic transformation. GridSME desires to be the intersection between what our people are passionate about, what they are good at, and what adds value to our clients. 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 environment which operates in a flexible and candid environment. The perfect blend of autonomy and teamwork, and we are all business owners thanks to our profit-sharing program.

We are looking for an experienced Senior Service Desk Engineer that wants to grow with us. The ideal candidate would work out of our headquarters in Folsom, California – one of the country's top cities for raising a family and a great place to live if you like affordable homes, great schools, the outdoors, and warm weather.