Incident Response Manager

Phone :
Web :

Job Summary

Vacancy :
Deadline : Aug 26, 2024
Published : Jul 26, 2024
Employment Status : Remote
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Description
We are seeking a skilled and proactive Incident Response Manager to join our dynamic team. The Incident Response Manager will be responsible for coordinating all aspects of incident response activities at Stax Payments, ensuring timely and effective resolution of technical, non-technical, and security incidents to minimize business impact and safeguard our systems, data, and reputation. This position will report into our Business Transformation team and work closely with Engineering, IT and other business functions.
Key Responsibilities:
• Develop and maintain the incident response plan, including procedures for detection, response, mitigation, and recovery from security incidents.
• Lead and coordinate the incident response team during incidents, providing guidance and direction to effectively manage and resolve incidents across a cross-departmental team.
• Coordinate communication and collaboration between internal teams, external stakeholders, and third-party vendors during incident response activities.
• Conduct post-incident reviews to analyze root causes, identify areas for improvement, and implement preventive measures to enhance incident response effectiveness.
• Stay updated on emerging threats and vulnerabilities, assessing their potential impact on Stax Payments' systems and proactively implementing measures to mitigate risks.
• Serve as a subject matter expert on incident response best practices and provide training and guidance to staff to enhance incident response capabilities across the organization.
• Maintain documentation of incident response activities, including incident details, actions taken, and lessons learned.
Requirements
• Bachelor's degree in Computer Science, Information Technology, Cybersecurity, or a related field; or equivalent work experience.
• 3+ years prior experience in incident response management, with a deep understanding of incident handling processes and methodologies.
• Strong project management skills with the ability to prioritize tasks, manage multiple projects simultaneously, and meet deadlines in a fast-paced environment.
• Strong technical knowledge of IT systems, networks, and applications, including familiarity with security tools and technologies.
• Excellent written and verbal communication skills, with the ability to articulate complex technical information to both technical and non-technical audiences effectively.
• Excellent leadership skills, with the ability to lead cross-functional teams under pressure and effectively communicate technical information to non-technical stakeholders.
• Relevant certifications such as CISSP, CISM, GIAC, or equivalent are highly desirable.
• Experience in the payments industry or financial services sector is a plus.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits