JOB DESCRIPTION

JUNIOR SECURITY SUPPORT ENGINEER

About Us

FirstWave, a leading Australian global cybersecurity technology company, has delivered cybersecurity-as-a-service solutions since 2004, in line with its mission to democratise enterprise-grade cybersecurity-as-a-service for the SMB market. In an increasingly connected and vulnerable digital world, FirstWave believes that safe business is good business and that every business should have access to enterprise-grade cybersecurity.

FirstWave's infrastructure, management and security processes are certified to ISO 27001 Information Security Management System Standard and ISO 9001 Quality Management System Standard.

With its recent acquisition of Opmantek, FirstWave has expanded its portfolio of solutions to include automated network management and IT audit offerings and opened access to the North American market through Opmantek's existing managed services partner network.

FirstWave is committed to attracting and nurturing brilliant individuals to create a dynamic and welcoming workplace. We redefine delivery economics and provide an end-to-end suite of cyber security services unmatched in the market.

About the Role

The Junior Security Support Engineer is a highly customer facing role as they act as the primary point of contact for security related issues and escalations.

The Provisioning and Support Desk enables the successful provisioning of services and provides technical support to the customers via incoming emails and phone calls, raising support tickets, conducting initial triage, apply diagnostic techniques to resolve the problems faced by the customer within defined SLAs, timely escalation of calls that require level 4 support, track until closure and handhold the customer till the resolution of issue.

About You

The successful candidate will a passionate support engineer who is committed to providing exceptional service to our customers and who enjoys resolving issues.

Job Description

The main task is to troubleshoot and resolve security related issues of the customer within agreed SLA across our three products email, web and firewall. This includes:

- End-to-end pipeline troubleshooting, threat analysis, debugging, log analysis and policy configuration.
- Work directly with the vendor support team for any platform or service related issues
- Continuously seek ways to further enhance capabilities, improve the productivity, and reduce the service cycle times, providing exceptional service experience for our customers.
- Record technical issues and requests, diagnose and resolve problems Escalate issues as appropriate
- Interact with customer and peers to resolve customer technical issue with content security products Liaise with backend teams, vendors, partners as appropriate for products faults, bugs and patch releases
- Monitor and report performance & capacity utilization public and private platform infrastructure in accordance with corporate requirements
- Manage priority incidents or issues by notifying upper management, organise/attend conference calls to engage further support as needed
- Maintain and update internal and external documentations for products and platforms
- Follow ITIL incident management framework on defined SLA standards for different severity levels and identify, response, resolved and close cases in a timely manner
- Perform end-to-end email troubleshooting from MX record to connectivity issues with all relevant stakeholders
- Strong understanding of cloud business email flow and message header interpretation, DNS, SMTP hops and how that model works and apply those concepts in troubleshooting.
- Troubleshooting:
    - email queues and worklogs
    - connectivity, application issues on the next generation firewalls (e.g. routing, traffic log analysis, interfaces, zones, authentication, VPNs, authentication)
- Maintain constant communication for both internal and external stakeholders for high impact issues
- Use tools such as wireshark, port query, sniffer for network analysis and packet captures
- Perform end-to-end testing of connectivity, security issues across the network with all the parties involved
- Establish and maintain standards, practices, processes and templates for delivering services consistently and efficiently to improve customer experience
- Monitor and report on compliance with established standards to ensure the organisation adheres to agreed policies and standards
- Collect, consolidate information on incidents and service requests and analysis to provide proactive and effective decision making
- Develop and deliver services and support project and program management capability
- Measure and manage service levels & KPIs

Attributes, Skills, Experience and Qualification

Qualifications/specialist knowledge
- Bachelor's Degree in Information Technology or related discipline
- ITIL V3 Foundation
- At least 1.5 years in a technical role in customer facing IT Support environment
- Experience working collaboratively in multi-vendor, multi-tiered customers
- Experience with Email and Web proxy.
- Experience in Firewall.

Skills and Experience
- Strong understanding of OSI stack model, applications, interworking and apply those concepts in troubleshooting
- Ability to work well within a team and communicate effectively to support a collaborative working environment
- Familiarization with Open DNS, Cisco Umbrella/Cisco WSA.
- Familiarization with Palo Alto Firewall

Security Domain Expertise: (any of the following technologies or vendors)
- Cisco Email Security Appliances (ESA) formally known as IronPort
- Cisco Web Security Appliances (WSA)
- Cisco Umbrella
- Mimecast
- Proofpoint Email Security
- Symantec Email Security
- Mail Marshal
- Trustwave
- Trend Micro
- Websense
- Palo Alto Firewalls
- Cisco ASA
- Check Point
- Fortinet
- Juniper

If you are a motivated individual who wants to join a rapidly growing organisation driven by a culture that supports innovation, leadership & collaboration, we want to hear from you.

- Please detail in your cover letter your current salary, salary requirements for a new role and notice period and send together with your resume to Ruth Sloley at jobs@firstwavecloud.com.
- Application Deadline: 09/09/2022
- Locations: Brisbane, Gold Coast, Sydney or Melbourne
- Job Type: Full-time
- Salary: AUD / USD $60k-70k + superannuation
- Must be an Australian citizen or have permanent residency to apply. Sponsorship will not be considered.