Senior Security ident Manager #3596

Description

GRAIL is seeking an experienced and proactive Senior Security Incident Manager to spearhead the development and implementation of our global incident framework. In this critical role, you will be responsible for facilitating and managing security incidents, driving incident response and remediation efforts, and collaborating with cross-functional teams to elevate the overall security posture across the organization.This is an exciting green field opportunity with high visibility to initiate and operationalize an incident response program, improve and track incident-related remediations and help left shift security into Grailâ?�s software, systems, process and culture.. You will be in a position to help ensure GRAIL protects the information we receive as part of our mission to help detect cancer!This is a hybrid role and requires you to be onsite 2 days a week in Menlo Park, CAnTASKS AND RESPONSIBILITIES Augment Grailâ?�s Threat Detection and Response function in managing the lifecycles of all security incidents globally.Continuously drive workflow improvement of Incident Management Process via systems, procedures, documentations, trainings and culture influences.Identify and coordinate with peer incident responders from other non-security domains worldwide on triaging and standardize incident practices.Work with functional managers to align resources, issues and schedules as related to incident remediations and mitigations.Assemble, work with, and manage cross-organizational teamsSupport accurate and consistent maintenance of technical and management escalation processes.Primary lead for Customer Support during customer-related security events, issues or incidents.Ownership and execution of the active critical security incident management process (below)Manage event communications (below)OWNERSHIP AND EXECUTION OF ACTIVE CRITICAL SECURITY INCIDENT MANAGEMENT PROCESSFacilitate the resolution effort and determine when it is necessary to engage additional resources if the resolution effort is stalled during the call with stakeholdersEngagement of escalation management resourcesDraft and manage customer and internal communications for CSO/Legal/PR review and release, assist with further customer inquiries as the internal liaison as required.Incident timeline and impact documentations and reviewMANAGE EVENT COMMUNICATIONSEstablish and manage bridge calls with engineers and customers on single customer outageAttend and drive multi-customer outage bridgesCrafts business appropriate communications for the affected operating groups and manages communication on a critical incident conference callPost event program managementIncident Resolution handoffs along with detailed notes and a summary of the business impact and duration to the Problem Management teamPerform other duties and projects as assignedPREFERRED QUALIFICATIONSThe ideal candidate will bring 5+ yearâ?�s experience in critical/crisis situation management for technical customer escalationsBachelorâ?�s degree in business, computer science, engineering or related field or equivalent experienceExcellent communication skills (both verbal and written)Experience supporting and managing technical environments; demonstrated leadership skills under fast-paced, highly dynamic situationsExcellent written and verbal communication skills are required, including the ability to communicate technical concepts clearly and effectively.The ability to communicate confidently and clearly on conference calls, in meetings and via email, at all levels of the organization is essential.A team player who is influential and builds good working relationships across all functions.Ability to facilitate conversations with large groups of remote people.Ability to maintain calm during stressful situations.BONUS POINTSIncident Commander certification, level 5.nThe expected, full-time, annual base pay scale for this position is $160,000-$185,000. Actual base pay will consider skills, experience, and location.Please mention the

Hiring organization
GRAIL

Job Location
Menlo Park, CA

Base Salary
$ 60000 - $ 110000

Date posted
May 8, 2024

Apply Now

word **FERTILE** and tag RMzQuODYuMTYzLjE1Mg== when applying to show you read the job post completely (#RMzQuODYuMTYzLjE1Mg==). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts
Job listing via RemoteOK.com