



Example of Security Support Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of security support. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for security support

- Apart from outstanding troubleshooting skills, job duties should also include writing white papers, or knowledge base articles on known issues and upcoming features, formulating solutions or workarounds to issues that do not have an immediate resolution
- Troubleshooting complex solutions
- Providing excellent client management inclusive of excellent communications, responsive follow through, and advocacy for client issues
- Prioritizing numerous issues of varying severity, and effectively manages the resolution of all issues within accepted service levels
- Collaborating extensively with peers, Account Managers/Service Managers/Installs Engineers , and members of the escalation team including Product Support Engineers and Network Operations to resolve client issues while actively contributing to a growing knowledge networking that improves the effectiveness of our team and the information available to our clients
- Develop, update, and maintain program level security briefs for development and operations
- Provide program briefs to Sponsor and contractors
- Provide advice on initial design of SCIFs
- Support physical security accreditation, including non-traditional contractor facilities
- Represent program security at program and mission planning sessions

Qualifications for security support

- Excellent organizational skills, written and oral communication skills, and attention to detail
- A minimum of seven years of IT operations security/information assurance (IA) experience
- A minimum of five years IA Engineering/Systems Administration experience
- Ability to work independently collaboratively with minimal professional and managerial supervision
- Working knowledge of Networking components (routers switches, wireless access points)