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**Company Name:**[Salesforce](#)**Security Clearance:**

Public Trust

Location:

Herndon, Virginia

Country:

United States

Salary:

Not Specified

Job Number:**MORE JOBS LIKE THIS**[Material Handler II- Federal - VA](#)[Material Handler II - Federal](#)[Senior Incident Handler](#)[\(TS/SCI w/Polygraph](#)[Required\)](#)[Response Analyst \(Cyber](#)[Watch OPS Certified Analyst-](#)[Sr. \(Incident Handler\)](#)[Incident Handler \(DCO\)](#)**INCIDENT HANDLER**[BACK TO SEARCH RESULTS](#)

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Job CategoryProducts and Technology

Job Details

Salesforce - the leader in enterprise cloud computing and one of the top 10 best places to work in America according to Fortune magazine -is seeking results oriented CSIRT Incident Handlers with a passion for Information Security and a strong understanding of security monitoring and incident response. Solid technical skills, communication skills, the ability to problem solve and drive incidents to closure are must have skills to be successful in this position.

Salesforce has one of the best Information Security teams in the world and growing this piece of the business is a top priority! Our Information Security teams work hand in hand with the business to ensure the highest security around all of our applications. **The Gov Cloud Computer Security Incident Response Team (CSIRT) is responsible for 24x7x365 security monitoring and rapid incident response across all Gov Cloud Salesforce environments. We are the 'tip of the spear' and the last line of defense protecting company and customer data from our adversaries.**

As a key member of our growing GovCloud CSIRT, Incident Handlers will work on the 'front lines' of the Salesforce Government Cloud environment, leading a team that protects our critical infrastructure and our customers' data from the latest information security threats.

The Incident Handler is responsible for security operations, including real-time analysis of security alert data and leading the response to potential security incidents. Incident Handlers will also work on compliance projects, and enhancements to detection and incident response capabilities. We have a strong team environment where knowledge sharing is encouraged.

This position is based in our 24x7 operations center. As a result, shift work (including on weekends, as needed) is required.

Required Skills:

- 6+ years experience in the Information Security field.
- Prior experience in a fast paced operational environment
- Professional demeanor even in high stress situations
- Ability to manage time and professional interactions well
- Ability to deliver quality work products with aggressive deadlines while balancing multiple priorities
- Strong problem solving ability to identify solutions to encountered or anticipated challenges
- Strong interpersonal and communication skills required for coordinating responses to complex incidents across the organization with many stakeholders
- Drive incidents to resolution with an appropriate sense of urgency
- Must have strong verbal and written communication skills; ability to communicate effectively and clearly to both technical and non-technical staff.
- Technical security background and understanding of network fundamentals and common Internet protocols.
- Strong technical understanding of the information security threat landscape (attack vectors and tools, best practices for securing systems and networks, etc.).
- Technical understanding of Mac OSX, Microsoft Windows, and Linux/Unix system administration and security controls.
- Familiarity with incident response and security operations within public cloud environments (e.g. AWS)
- The ability to manage the response to high priority, high visibility operational security issues.

U.S. citizen (U.S. born or naturalized) who does not hold dual citizenship. You agree to complete a Minimum Background Investigation (MBI) for a Moderate Public Trust position with the U.S. federal government or other clearances as deemed appropriate for the role.

Desired Skills:

- Operational experience monitoring devices such as network and host-based intrusion detection systems, web application firewalls, database security monitoring systems, firewalls/routers/switches, proxy servers, antivirus systems, file integrity monitoring tools, and operating system logs.
- Operational experience responding to security incidents in a production environment, such as investigating and remediating possible endpoint malware infections.
- System forensics/investigation skills, including analyzing system artifacts (file system, memory, running processes, network connections) for indicators of infection/compromise.
- Scripting skills (i.e. Python / Perl, shell scripting)
- Prior experience in a 24x7x365 operations environment.
- Relevant information security certifications, such as GCIH or other SANS certifications.

U.S. citizen (U.S. born or naturalized) who does not hold dual citizenship. You agree to complete a Minimum Background Investigation (MBI) for a Moderate Public Trust position with the U.S. federal government or other clearances as deemed appropriate for the role.

This candidate must be a U.S. citizen (U.S. born or naturalized) who does not hold dual citizenship and agrees to complete a U.S. federal government Minimum Background Investigation (MBI) for a Moderate Public Trust position.

Accommodations

If you require assistance due to a disability applying for open positions please submit a request via this [Accommodations Request Form](#).

Posting Statement

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