

## INFORMATION SECURITY SUPPORT ENGINEER – GREATER TORONTO AREA 10-3

### Contego

Committed to IT Risk and Compliance Management, Contego ([www.contegosecurity.com](http://www.contegosecurity.com)) is the largest "Single Source" Security Services firm in Canada today. We partner with our clients to identify the most critical risks associated with their business and Information Assets. Contego then provides holistic solutions for effective IT risk mitigation and compliance management.

At Contego, we make it our priority to gain a clear understanding of our customers organization, their business objectives and regulatory compliance requirements. We partner with our customers to maintain and manage their compliance and support their security infrastructure. Our Services Practices allow our customers to define their "security posture" by developing policies, procedures and road maps to mitigate risks and maintain and prove compliancy throughout the year.

### Description

#### I. Summary of Position

The successful candidate will ensure the ongoing support and security of one of our leading client's applications and related implementations, by supporting the client's users and identifying potential vulnerabilities. This will include working with end-users, supporting the application infrastructure, and SSL-VPN access infrastructure liaising directly with vendor application and support teams, business owners, and other technical workgroups.

The secondary role of this position, will also see the successful candidate augment our Professional Services Team, assisting in the delivery of a number of security engagements with our customers including, External/DMZ/Internal Vulnerability Assessments. Web Application Vulnerability Assessments along Network Security Assessments and reviews.

Resources in this role also will enhance delivery capabilities through internal cross-training and mentoring with our senior team members, providing both technical and professional guidance.

#### II. Principal Accountabilities

- Support customer deployed applications, when necessary on an on-call basis (for issue resolution etc.)
- Handle level three security incident response activities where required
- Handle and document all internal customer related support issues for the customer through to resolution
- Support and maintain the application database infrastructure layer on behalf of the customer
- Monitor and manage the SSL-VPN access infrastructure and ensure timely resolution of any incidents involving access to the application infrastructure
- Working with a Senior Security Engineer to deliver highly technical/analytical security assessments.
- Working with a Senior Security Consultant the successful candidate will develop an understanding of business functionality to ensure an understanding of risk impact and mitigation to a particular customer
- Configure and employ security testing software and apply results to security analysis
- Working with the Project Team and Management on risks and potential mitigations for our customers
- Participate in team discussions to formulate new or enhance existing processes and standards
- Adhere strictly to compliance and operational risk controls in accordance with company and regulatory standards, policies and practices
- Reporting control weaknesses, compliance breaches and operational loss events
- Work with the Project Team to evaluate new security technologies
- Other responsibilities as assigned

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**III. Knowledge, Skills & Abilities****Must have:**

- Must have previous experience in an End-User Support role
- Should have a solid understanding of Application Security and/or Security Architecture
- Direct, hands-on experience in supporting users of line of business applications
- Must have a strong aptitude in information security and application security

**Other requirements**

- Strong, professional verbal communication skills, experienced with customer interaction
- Good written communication skills (writing sample may be requested)
- Ability to adapt and apply application security knowledge to new support issues and technologies
- Good understanding of web-based application architectures
- Good understanding of SQL and common database platforms
- Working knowledge of network/internet security
- Some general knowledge or awareness of security analysis tools and techniques, security products is highly preferable

**Preferred qualifications:**

- Relevant professional certifications: GCIH/GSEC or CISSP
- Microsoft MCSA minimum, MCSE certification an asset
- Knowledge of various application database platforms a strong asset
- HTTP, application and network security technology knowledge desirable

**This position requires an individual with:**

- The preceding one (1) to three (3) years of experience focused on supporting and delivering security services or solutions,

OR

The preceding one (1) year of experience focused on delivering complex security services, with four years prior experience in a general End-user support roles

**Job Category**

Information Security Support Engineer

**Primary Location**

Greater Toronto Area

**Travel**

Yes 5% of the Time

If you would like to join our dynamic and focused team of security professionals, please send your resume to:

[careers@contegosecurity.com](mailto:careers@contegosecurity.com)

We thank all applicants for their interest; however, only those being considered for interviews will be contacted.

Contego is an Equal Opportunity Employer.