DIGITAL SECURITY ASSURANCE ADMINISTRATOR–
INFRASTRUCTURE ENGINEERING

Location: Rochester, NH
Direct Report to: Senior Systems Engineering Manager

Job Responsibilities:

The Digital Security Assurance Administrator is responsible for assisting with the documentation, communication, and analysis of potential customer security and policy compliance matters.

- Analysis of Digital Millennium Copyright Act (DMCA) notices to ensure they meet the notification requirements of the Act
- Analysis of Dynamic Host Configuration Protocol (DHCP) and other logs to identify customer accounts that a given complaint is referencing
- Preparation and sending of customer notifications regarding DMCA notifications and other security concerns
- Management of internal and external SPAM whitelists, greylists, blacklists, and other SPAM mitigation processes
- Interfacing with external third parties that maintain IP address reputation lists to ensure that ABBt-owned IP address reputation is maintained
- Monitoring of ABB-operated Honeypot systems to identify compromised customer systems and then work with customers to mitigate issues
- Assisting in responding to security issues identified by the Systems and Network Engineering teams through a variety of means of communications with customers and other third parties
- Reviewing customer security and policy compliance matters and helping to educate customers to help prevent future occurrences
- Documentation, investigation, and resolution of fraud and abuse related security issues
- Other duties as required.

Job Qualifications:

- High School Diploma, G.E.D. or equivalent combination of training and/or experience.
- 1-3 years of experience in a Technical Support and/or Customer Service role.
- Strong attention to detail required.
- Ability to resolve issues and educate customers discreetly and diplomatically.
- Familiarity with security concerns and concepts such as Spam, Spyware, Bots/Botnets, Viruses
- Familiarity with various peer-to-peer applications and protocols
- Familiarity with common end user routers, switches, and wireless access points
- Knowledge of standard data measurements and calculations such as bytes, megabytes, kibibytes etc.
- Strong knowledge of Microsoft Office and ability to perform mail merges to generate automated documents required.
- Basic knowledge of TCP/IP, and UDP.
- Basic knowledge of how email, web services, and video streaming function.
- Basic knowledge of IPv6 a plus.
- Basic knowledge of RedHat Linux or CentOS Linux a plus.
- Excellent written and verbal communications skills required.
- Capacity to observe, process, and discuss highly sensitive information, including media of various forms, that may be offensive in nature, as it relates to digital security issues.
- Ability to thrive in a dynamic, fast-paced environment.
- Ability to work under pressure with a diverse team.
- Ability to work under moderate supervision.
- Ability to work a schedule including nights, weekends, holidays and overtime as required.
- Attendance and punctuality are both essential functions of this position.