IT Specialist

We offer you the opportunity to become a Trailblazer.
A pioneer, innovator, lifelong learner, a mover and shaker.

The Company

Cobalto is growing fast in San Juan, Puerto Rico. We are a consulting company that uses Digital Marketing, CRM Technology and Advanced Analytics to help companies reach their sales, customer and ROI targets. Through partnerships with Salesforce.com and Microsoft, we implement technology that helps companies grow their businesses by strengthening customer relationships. Cobalto uses Analytics and AI, including bot technologies, to help companies understand and interact better with their customers.

Our team is a diverse mix of strategists, techies, analysts, creatives and client advocates who work together with one thing in mind: getting results for our clients. Our clients include local and multinational companies such as Banco Popular, Triple-S, Chubb Insurance and Plaza Las Americas, among others.

The Position

We're looking for a candidate who is passionate about information security, driven and who can balance working independently and with a team to achieve the client's goals. The IT Specialist is responsible for supporting the team to ensure that Cobalto's IT security controls and information technology processes are adequate, up-to-date and enforced throughout our organization. The IT Specialist is responsible for identifying security risks and managing incidents. The focus of the IT Specialist is more related to cloud and software information security and not focused on hardware.

Responsibilities

- Perform security monitoring and maintenance functions (data leak protection, vulnerability scanning, traffic analysis, antivirus management, patches and updates, backups etc.).
- Respond to security alerts and manage security incidents, including performing root cause analyses and working with other team members to resolve incidents.
- Secure and protect Cobalto systems and ensure all tasks performed on Cobalto systems are performed according to Cobalto Information Security policies.
- Participate in selected IT tasks as required (network, servers, etc.) in the role of IT Agent and may be assigned tasks by the System Administrator.
- Perform due diligence IT security assessments of third-parties using Cobalto's standard controls matrix.
- Manage the IT Request System including maintain IT cases (tickets) up to date and respond to user requests in a timely manner.

- Administer user access request procedure and perform other tasks related to managing user access including the Annual Entitlement Review.
- Work with Cobalto management to create and maintain operational controls and procedures.
- Work with Cobalto management to streamline security procedures by automating workflows and metrics.
- Implement security and identity management procedures such as SSO.
- Serve as main resource for SOC2 audits including organizing required information, responding to auditor's requests and providing evidence for controls.
- Perform internal security reviews for Cobalto.
- Administer the Change Management Process to ensure it complies with our established policies.
- Assist team with completing customer security information questionnaires or requests.
- Design and perform employee training related to information security.
- Keep up to date with industry best practices for information security.
- Participate in the recovery of Cobalto systems in case of an emergency.
- Other tasks or assignments as required.

Qualifications

Bachelor's degree required, preferably in information technology or systems, computer engineering or computer science

3+ years' experience in IT role implementing security systems, evaluating third-party vendors, and attending user issues or requests.

Skills

Required

- Proficiency with Microsoft Windows user and server operating systems
- Proficiency with installation and troubleshooting of computer hardware, software, and cloud applications
- English technical writing proficiency for updating IT tickets and documentation

Preferred

- Certifications related to cybersecurity for example ***Exam SC-900: Microsoft Security, Compliance, and Identity Fundamentals***
- Familiarity with Microsoft Security and Compliance management, Endpoint Detection and Response, and Zero Trust Networks
- Familiarity with SOC2 Type 2 Audit Processes
- Familiarity with Office 365
- Familiarity with computer networking
- Familiarity with the Salesforce Platform
- Familiarity with Agile methodologies

General

- Communication
- Organization
- Writing
- Project management
- Inquisitive and Analytical
- Self-Motivation
- Detail Oriented

You should apply if you want to:

- Acquire the skills most sought after: Information Security, Cloud Computing, AI, Advanced Analytics, CRM, Digital Marketing and Payments.
- Be part of the digital transformation of best-in-class clients.
- Learn from a team that is experienced in new technologies.
- Want to work in a local, fast-paced, entrepreneurial company that is growing locally and abroad.

Contact Us

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