



JOB DESCRIPTION

Job Title: IT Security and Compliance Manager

Department: Information Technologies

Reports to: Chief Technology Officer

SUMMARY

- Performs as the ENPOINTE expertise lead in the areas of IT Compliance and Security with a dedicated focus during parts of each year.
- Manages evidence gathering and represents ENPOINTE in IT audits by clients and external auditors.
- Provides professional, prompt, and courteous support for all IT systems at ENPOINTE. Supports infrastructure systems and commercial software applications which operate within the business.
- This role requires a well-rounded knowledge of all areas of IT. It is a hands-on technologist role that includes technology planning, technology implementation and extensive communications.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following. Other duties may be assigned as needed.

- Manage ENPOINTE information security risk management as well as industry compliance auditing that requires documenting and communicating audit processes related to achieving successful audit opinion results.
- Manage our processes and procedures aimed at creating an environment for our employees and our clients' assets focused on CAPS:
 - Confidentiality
 - Availability
 - Privacy
 - Security
- Define and document the ENPOINTE compliance framework and related security objectives based upon industry trends, technology trends, business objectives, client input and auditor input.
- Manage the ENPOINTE CAPS Committee with well-documented meetings focused on achieving CAPS success.
- Manage information security risk management as well as industry compliance auditing that requires documenting and communicating processes related to achieving successful audit opinion results. Current audits include:
 - SOC 2 Type 2
 - HITRUST
 - PCI
 - Client Audits
- Gather, maintain, and prepare data needed for auditing purposes.
- Manage and conduct vulnerability assessments of both internal and external assets using tools.
- Participate in building and maintaining organizational practices and policies to ensure a safe and secure environment and to ensure audit compliancy.
- Conduct audits of various internal and external systems and vendors.
- Promptly communicate with customers on compliance questionnaires and requests.
- Work with CTO to contract with audit vendors.
- Lead external auditing for SOC, HITRUST, and other compliance standards (i.e. Privacy laws) as they become needed. Gather much of the required evidence.
- Provide guidance on technology security products and best practices.
- Provide IT technical support for all users.

- Manage and establish procedural processes for a variety of security systems such as building security systems, firewalls, vulnerability scanning, SIEM, etc. Perform much of the system configuration and testing.
- Monitor and promptly respond to support requests via ticketing system.
- When necessary, escalate tickets to appropriate group or individual.
- Plan for and perform a variety of systems support and administration tasks and projects as time is available and priorities dictate.
- Provide advanced project management for internal IT projects as well as perform hands on IT tasks on said projects.
- Maintain and manage several vendor relationships and constantly evaluates existing and new technologies aiming to improve business efficiencies.
- Respond to user hardware/software questions with the highest degree of customer service and professionalism.
- Thoroughly document processes and procedures with highest level of detail.
- Facilitate and administer training to other members of IT Team on systems or areas of expertise. This includes content generation and co-presenting during annual Security Awareness Training for all employees.
- Be closely aligned with the IT Systems Manager regarding technology compliance needs and results.
- Understand every employee's role in the companies' Quality Management System.
- Provide basic backup support for all other areas of expertise on IT Support Team.
- Act as a leader within IT and all of ENPOINTE, providing support and positivity to accelerate ENPOINTE success.
- Mentor other ENPOINTE staff in the field of compliance and IT security. This includes developing a backup for this role who has been assigned by the CTO and/or IT Systems Manager.
- Participate in after-hours IT support duties such as patching servers, performing on-call duties per scheduled rotations, emergency outage support, etc.

QUALIFICATIONS

- Four-year college degree in the field of Computer Science, MIS, Security or 10 years equivalent work experience.
- Experience and knowledge in the field of security compliance practices, security frameworks, and technologies.
- Minimum of 2 years in leadership of IT security and compliance program.
- CISSP or CompTIA Security+ or similar certifications can help validate an appropriate knowledge levels but are not required.
- Excellent technical aptitude and the ability to work well in a cross-functional team environment.
- Expert understanding of computer hardware, operating systems (PC and Mac), software, email, as well as a general understanding of systems and networking concepts.
- Windows, Mac and/or Linux server administration experience.
- Exceptional communication skills and be able to effectively communicate with individuals at all levels of the business and technical skill levels.
- Strong leadership skills with high self-expectations and empathy.
- Strong formal focus on documentation.
- Strong project management skills.
- Flexible and adaptable regarding learning and understanding new technologies.
- Ability to conduct research into enterprise applications, workflows, issues, and products.
- Highly self-motivated and directed.
- Positive attitude and can-do approach.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.

PHYSICAL REQUIREMENTS

- Constant strong communication, sitting, and working on a computer.
- Frequent walking & standing.
- Occasional lifting 20+lbs, pulling, pushing, bending, reaching, kneeling, stooping, climbing stairs.

Occasional: Occupation requires this activity up to 33% of the time (0 - 2.5 hrs./day of 8-hour day)

Frequent: Occupation requires this activity from 33%-66% of the time (2.5 - 5.5+ hrs./day of 8-hour day)

Constant: Occupation requires this activity more than 66% of the time (5.5+ hrs./day of 8-hour day)