BE AN INDUSTRY-LEADING SME WITH GRIDSECURITY

About GridSecurity

GridSecurity is enabling the world's energy future by delivering scalable and effective managed network operations, managed security services, and managed compliance services for inverter-based generators and control centers.

We are a fast-growing company in an industry undergoing a historic transformation. At our core, we aim to operate at the intersection of what our people are passionate about, what they are good at, and what adds value to our clients. In doing so, we help our clients build the grid of tomorrow.

At GridSecurity, our people come first. We foster a flexible, candid, and collaborative environment where employees are empowered to grow, do meaningful work, and achieve their professional goals. We strive for the perfect blend of autonomy and teamwork, seeking to maximize an individual's potential. We firmly believe that if you treat your employees well and put them first, then the clients and business are inherently taken care of. One way we seek to achieve this objective is rewarding each employee as an owner of the business through our Incentive Compensation Program.

Service Desk Technician

We measure GridSecurity's success by the caliber of people on our team, the quality of our work, and the trust we build with clients over time. As a Service Technician, you will be on the front lines of GridSecurity's managed security services, supporting day-to-day operations and helping ensure our customers' environments remain secure, stable, and well-supported. You'll work primarily through our ticketing system to review, triage, and respond to incident alerts, while also serving as a direct point of contact for customers by answering calls, troubleshooting issues, and guiding them to resolution.

In this role, you'll collaborate across the entire GridSecurity team, contributing not only to your core responsibilities but also to projects that drive our company forward. We foster an owner's mindset, teamwork, open and candid communication, and continuous learning – all necessary traits for you to be wildly successful on our team.

JOB RESPONSIBILITIES

- Managed Security Services
    ◦ Supporting day-to-day operations through use of the ticket management system, focusing on reviewing, triaging, and responding to incidents and alerts.
    ◦ Answer customer calls and guide clientele to successful resolution, documenting actions appropriately.

- Facilitate timely escalations by concisely communicating the needs of internal and external parties.
- Perform regular client reporting & onboarding activities, including but limited to, analyzing security metrics and alerts through both manual and automated processes.
- Troubleshoot hypervisors, and common issues related to Active Directory and authentication.
- Perform and monitor Windows and Linux patching activity using internal tools and ticketing system. Identify and escalate failed or missing patches to the SysOps team. Maintain accurate documentation and ensure patch status is reported according to internal procedures.
- Perform basic network connectivity troubleshooting.
- Assist the team in identifying, building and documenting processes and procedures to manage the security services line of business.
- Support project initiatives, such as evaluating, deploying, configuring, and managing security operations technology that allows GridSecurity to operate in an effective and efficient manner.
- Work on special projects that enhance GridSecurity's growth, including cloud, the Customer Portal and other tools.
- Perform other related duties within the scope of the Service Desk Technician role as assigned.
- Participate in on-call rotation.

- Process Development and Documentation
  - Establish and document standard operating procedures (SOPs) for managed security services and infrastructure operations.
  - Evaluate and identify gaps in documentation and support the development of necessary documentation for the team.
  - Maintain accurate operational and security documentation to ensure clarity and accessibility for internal teams.

- Business Development
  - Work with our team to connect with potential clients that we can help.
  - Develop services that add value to current and potential clients.
  - Leverage your business relationships to help grow the GridSecurity client list.
  - Develop relationships and industry contacts to assist clients.

- Challenge Our Status Quo
  - Work on areas of the company in need of focus and improvement.
  - Assist the GridSecurity management by identifying areas of improvement that support our strategic direction.

- Growth
  - Attend conferences, forums, training, and industry engagements that help further brand the practice and demonstrate credibility.
  - Pursue training and professional certifications that align with your current job responsibilities and support your growth into future roles and responsibilities.

DESIRED TECHNICAL SKILLS

- Experience working in a ticket-based support environment with an understanding of priorities, SLAs, and escalation paths.
- Ability to triage incident alerts and determine appropriate next steps using documented procedures.
- Clear written and verbal communication skills for documenting work and interacting with clients and internal teams.
- Working knowledge of Microsoft Windows environments, including user accounts, permissions, and basic troubleshooting.
- Familiarity with Active Directory concepts such as user and group management.
- Basic understanding of Linux systems sufficient to validate services, review logs, or follow documented troubleshooting steps.
- Experience performing or validating system patching activities using centralized tools.
- Ability to identify failed or missing patches and escalate appropriately.
- Familiarity with monitoring or alerting systems and responding to alerts using defined procedures.
- Basic understanding of network concepts such as IP addressing, DNS, and connectivity testing.
- Ability to perform initial network troubleshooting to determine scope and escalation path.
- Ability to follow established procedures and maintain clear, accurate documentation.

DESIRED PROFESSIONAL SKILLS

- Strong interpersonal and customer service skills with the ability to translate technical concepts for non-technical audiences.
- Excellent written and verbal communication, including technical documentation.
- A continuous improvement mindset with a focus on process efficiency and reliability.
- Critical thinking and prioritization to maximize value for both GridSecurity and clients.
- Adaptability in dynamic environments with the ability to make timely, informed decisions.
- Collaborative team player who contributes to shared goals and supports colleagues.

PREFERRED QUALIFICATIONS

- Network certifications, or equivalent, such as:
  - Comp TIA Network+
  - PCNSE/PCNSA
  - CCNA/CCNP
- Experience working with enterprise security frameworks or compliance standards.

Benefits & Compensation

COMPENSATION

The base salary range for this position is $55,000 - $85,000 per year, depending on qualifications and experience.

PAYROLL SCHEDULE

Pay is the 7th (for the 16th to end of month) and 22nd (for the 1st to the 15th) of each month.

GRIDSECURITY INCENTIVE COMPENSATION PLAN

GridSecurity Inc. offers an Incentive Compensation Plan to reward employees, based on performance, in the form of Stock Options and/or cash bonuses on a monthly basis. As a full-time employee, you are eligible to participate in GridSecurity's Incentive Compensation Plan after a 90-day waiting period for new hires. Additionally, as part of our offer, GridSecurity will include an initial award of 5,000 ISOs.

401K PLAN AND COMPANY MATCH

GridSecurity offers a 401k retirement savings program. GridSecurity will match all employee 401k contributions up to 6% of your gross cash compensation (salary and bonuses). Employee and employer contributions begin on the first calendar day of the employee's second calendar month of service. Employer 401k match contributions vest immediately. For example, if the employee begins on June 15th, the employee will be eligible to participate in the 401k program and receive a company match effective the payroll period beginning August 1st.

HEALTH, DENTAL, VISION, AND LIFE INSURANCE BENEFITS

GridSecurity offers a group medical, dental, vision, and life insurance plan that you and your family are eligible to join. GridSecurity will pay 75% of the cost of the base medical and dental plan premiums and 100% of the base vision plan premium for you and your family. GridSecurity will only pay its share of the premiums for the healthcare plan that GridSecurity provides as the designated base plan for your area. You are eligible for health benefits on the first day of the first calendar month after your start date. GridSecurity has a tenure-based contribution scale that increases by 5% each full year of service, as of January 1st of the benefits calendar year, up to 95% of the base medical and dental plan premiums being paid by GridSecurity. For example, if you start on June 15th, your health benefits will start on July 1st. Also, if you start on June 15th, 2024, your employer contribution will increase to 80% of the base medical and dental plan on January 1, 2026.

GridSecurity also offers a $75,000 Supplemental Life Insurance policy for all full-time employees with

premiums covered 100% by GridSecurity.

GridSecurity also offers employees the opportunity to participate in a *Flexible Spending Account (FSA)* and a *Dependent Care Flexible Spending Account* as part of our employee benefits package. In addition, if you are on a high-deductible medical plan, which our base medical insurance plan is, you will also have the opportunity to participate in a *Health Savings Account (HSA)*. FSA and HSA plans allow employees to set aside money pre-tax to pay for certain healthcare and dependent daycare expenses.

PAID TIME OFF

This position accrues two (2) weeks (80 hrs) of vacation per calendar year. This increases to three (3) weeks (120 hours) on your first anniversary and to four (4) weeks (160 hours) on your third anniversary. Your balance will roll over each year, and you have the ability to bank up to 1.5x your annual accrual. In addition to vacation, this position accrues an additional five (5) days (40hrs) of Sick Pay per year, with the ability to roll and bank up to ten (10) days (80 hrs.) total.

ANNUAL HOLIDAYS

GridSecurity observes the following holidays for a total of 12 paid holidays:

- New Year's Day
- Martin Luther King, Jr. Birthday
- President's Day
- Memorial Day
- Independence Day
- Juneteenth
- Labor Day
- Indigenous People's Day / Columbus Day
- Veterans Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day
- Plus, your birthday is always a day off - whether on a weekday, holiday, or weekend, you should not have to work on your birthday (*your birthday cannot be rolled or banked*)

WORK LOCATION

You will work from your home office with occasional trips to GridSecurity's HQ or client sites, as needed.

EVALUATION PERIOD

The first ninety (90) days of your employment will be treated as an evaluation period when we will assess your performance and fit with our culture. At the end of this 90-day evaluation period, we will hold a performance review session with you to discuss your performance against the job requirements and expectations. If your performance does not meet those requirements and expectations, we reserve the right to end your employment.

BACKGROUND CHECK

GridSecurity employees must successfully complete a background check prior to beginning employment. We follow the risk assessment table shown below.

Acceptable Risk	Unacceptable Risk	Subject to Review
No criminal record and no issues discovered through identification check **OR** Criminal incident found not to be disqualifying OR no discrepancy identified through identity check	Criminal record indicates substantial questions regarding candidate's character or trustworthiness ("Crimes of Dishonesty") **OR** Criminal background check reveals extensive criminal violation **OR** Identification check raises substantial questions regarding candidate's identity **OR** Any combination thereof which disqualifies the candidate	Misdemeanor crimes – These crimes may warrant disqualification of a candidate based on circumstances and timing of incident. **OR** Felony Crimes – Whether a crime was a felony or misdemeanor is often a quantitative rather than a qualitative measure and provides limited information about the underlying crime. Felony crimes, by definition, carry higher penalties than misdemeanor crimes but do not necessarily shed light on the seriousness or depravity of the underlying crime, especially if a plea deal was arranged. **OR** Substance crimes (whether misdemeanor or felony) – evaluate whether the candidate has an ongoing problem. If the answer is yes, disqualification is recommended. **OR** Number of crimes – Consider whether the candidate exhibits a pattern of criminal behavior. **OR** Minor problems with identification – Minor issues e.g., spelling, de minimis address or name issues, or dates should not disqualify otherwise qualified candidates. Questions arising around U.S. Citizenship or work status/permits.