



Position: Operations Engineer – Security Updates

Company: Redwood Technologies

Location: Bracknell, UK

Reporting Relationship: Chief Information Security Officer

Website: www.redwoodtech.com

Redwood Technologies is a world leader in cloud communications integration and customer engagement technology

With offices in the UK, US, Netherlands, Germany and Japan, our award-winning proprietary cloud services power some of the largest organisations across the globe. Operating in sectors ranging from utilities and travel through to finance and government, our clients include EDF Energy, Sodexo, Rakuten, and the UK's National Health Service (NHS).

Our mission is to enhance the way the world communicates. With our omni-channel cloud contact centre solution, **storm**[®], we enable businesses, customers and colleagues to interact across social media, video, SMS, email, web, web chat, and emerging technologies, such as WebRTC. We connect to hundreds of external systems, including AI, information and logistics systems, to bring information and communications together and deliver the customer experience of tomorrow.

We take pride in our core beliefs of teamwork, quality and agility. Time and again, this ethos has been reflected in our high-quality products and our aptitude for providing quick, responsive solutions to our customers. With a core staff of intelligent and passionate individuals, we are looking for new members to continue upholding our beliefs and to catalyse further successes as we expand on a global scale.

The Security Updates Engineer Role

We are looking for a highly motivated and experienced Security Update Engineer to join our Operations Engineering team.

What you'll do:

- Developing and executing platform patching methodologies
- Running and analysis of vulnerability reports and resolution of issues found therein
- Regular reporting of patch and vulnerability fix levels across the platform
- Analysis and resolution of vendor released security bulletins highlighting high severity vulnerabilities
- Ensuring 24-hour availability for emergency patch rollback and uninstallation
- Running regular Qualys scans
- Searching for vulnerabilities within our software and that of our partners



Who you are:

- Someone with a working knowledge of Microsoft Windows administration (Active Directory)
- Working knowledge of WSUS
- Working knowledge of Windows Server (2008 to current)
- Experience in patch remediation with the focus on security/vulnerability research and mitigation
- Working knowledge in reviewing vulnerability bulletins/findings and providing recommended mitigation and impact assessments
- Strong understanding of network configuration
- Working knowledge of Pen testing
- Ability to be on call 24x7 to resolve patch related issues
- Ability to work after hours if required
- Strong analytical skills
- Ability to uphold the company's values and ethos

Desirable:

- An excellent telephone manner and the ability to converse with, and retrieve relevant information from, users at all levels of IT literacy and rank
- Working knowledge of unix systems
- Familiarity with standard security practices such as PCI DSS and CIS Server Hardening
- Familiarity with JIRA
- Able to work effectively within an international, multi-cultural team

Other Requirements

- Relevant documentation to work in the UK on a permanent basis
- Be capable of passing a disclosure Scotland basic security check

Contact Details

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