

Now is your chance to work with one of the largest Data Center Cloud Hosting providers in Florida with a rapidly growing international presence. HostDime is a global company with five branches worldwide; currently in Brazil, Mexico, Colombia, India and its corporate office in Orlando, Florida. HostDime manages and owns a state of the art data center in Orlando and also has data center space in each of the branch locations, allowing the company to house over 6,000 servers and host over 5,000,000 websites. HostDime provides managed dedicated servers, co-location, and web hosting solutions for a domestic and international market. We employ a local workforce of over 80% current UCF students and we are dedicated to the community and new employee development. We are looking for highly motivated and skilled individuals who are able to excel in a dynamic environment.

ABUSE RESPONSE ANALYST

Department: Abuse & Security

Location: Orlando, FL

Work Status: Part-Time

Availability: Part Time and limited Full Time availability

Reporting to: VP of Network Security

Job Summary:

This position is responsible for several aspects of the daily abuse and security workflow of our network; monitoring queues and keeping up with incidents. This position will be expected to operate scripts and conduct manual scans of hosting accounts. A high level of thought is required in order to attack these issues proactively and fix vulnerabilities that could potentially arise in the future. All applicants should be customer service oriented and must be able to relate any technical issue to layman's terms.

Job Responsibilities include but are not limited to:

- ❖ Carrying out network security tracking procedures as assigned
- ❖ Monitoring the company's trouble-ticket system
- ❖ Handling escalated abuse issues and policy-related incidents
- ❖ Carrying out security audits of customer sites for insecure software and permissions
- ❖ Providing training on abuse issues and procedures to support personnel
- ❖ Outbound phone calls to customers when needed
- ❖ Other security related tasks as assigned by management

Required Skills and Qualifications

Must have experience in the following:

- ❖ Good communication and observation skills
- ❖ Experience and understanding of network security
- ❖ Ability to take ownership and resolve abuse and security issues
- ❖ Ability to prioritize based on team needs
- ❖ Detailed Linux knowledge and the ability to self-learn as needed
- ❖ Understanding of server maintenance
- ❖ Basic Unix shell scripting knowledge is preferred
- ❖ Complete understanding of general IT protocols and port numbers

We are looking for highly motivated and skilled individuals who are able to excel in a dynamic environment.

This position is excellent for 3rd and 4th year CS/IT/MIS majors looking for support experience, which is required for almost every post entry level IT position. This position leads to growth in many different departments in our offices and Network Operations Center.

Please visit HostDime.com for company information and contact us at jobs@hostdime.com to inquire about this position.