POSITION TITLE: Account Management Specialist, EI-ISAC
SUPERVISORY ROLE: No
SPECIFIC TEAM: EI-ISAC
REPORTS TO: Program Manager, EI-ISAC
LOCATION: Remote
DATE: November 2021

JOB SUMMARY:
CIS (Center for Internet Security) is the trusted guide to confidence in the connected world. CIS collaborates with the global security community to lead both government and private-sector entities to security solutions and resources. CIS is an independent, not-for-profit organization.

The Elections Infrastructure Information Sharing and Analysis Center (EI-ISAC) provides resources to support the cybersecurity needs of state, local, tribal and territorial (SLTT) election communities. Through the EI-ISAC, election offices have access to sector-specific threat intelligence, incident response and remediation, threat and vulnerability monitoring, cybersecurity awareness and training. Also, we provide procedures and guidance for implementing security best practices.

The EI-ISAC is searching for a dynamic self-starter who is passionate about making a difference in the realm of cybersecurity for (SLTT) election offices. The ideal candidate will be comfortable building relationships with the election community to support and advance the mission of “confidence in a connected world.”

TASKS AND RESPONSIBILITIES:
• Support the development and execution of the EI-ISAC strategy and mission.
• Provide exceptional service to all members and explain the concepts and services that can protect their technology via email, phone calls, and WebEx meetings/conferences.
• Ensure ongoing customer satisfaction and retention.
• Assist with the scheduling and running of member meetings and webinars.
• Responsible for the onboarding process of new members.
• Research, record, track, and report on member prospects and qualified leads to the team and management.
• Assist with data cleanup, reporting, and any ongoing projects.
• Update metrics for EI-ISAC reports and presentations.
• Represent the EI-ISAC in a professional and courteous manner.
• Other tasks and responsibilities as assigned.

REQUIRED QUALIFICATIONS:
• Bachelor’s degree in Business, Technology, or a related field.
• 1+ year of work experience in a customer service role.
• Strong interpersonal skills, professional demeanor, and the ambition to learn and share ideas openly.
• Ability to cultivate and maintain supportive relationships.
• Ability to accommodate mission-based overnight travel as necessary.
• Strong research, problem solving, collaboration, and analytical skills.
• Self-motivated with the ability to work effectively within an evolving environment.
• Must be authorized to work in the United States.
• The position is open to U.S. citizens and requires a favorably adjudicated DHS Fitness Review for Public Trust Positions**

*Additional years of relevant experience or a combination of an Associate’s degree or equivalent and relevant experience may be substituted for the Bachelor’s degree.

PREFERRED QUALIFICATIONS:
• Degree concentrations in Business, Cybersecurity, or Technology.
• Industry recognized certifications (ex. CERA, SANS/GIAC).
• Experience working in customer service environment.
• Proficiency in Microsoft Office applications.
• Salesforce CRM software experience.

*Additional years of relevant experience or a combination of an Associate’s degree or equivalent and relevant experience may be substituted for the Bachelor’s degree.

**Factors that may cause a negative Fitness Review decision include:
• Criminal Conduct
• Dishonest Conduct
• Employment Misconduct
• Alcohol Abuse
• Drug Use (illegal drug use or use of a legal drug in a manner that deviates from approved medical direction) Additionally, illegal drug use includes the use of drugs that are illegal for federal purposes despite being legal in select states and countries, such as marijuana.
• False Statements
• Financial Issues
• Have not resided in the US for three (3) of the past five (5) years

At CIS, we are committed to providing an inclusive environment in which the diverse backgrounds, experiences, and views of our employees, members, and customers are valued and respected. It is through this commitment that we are able to work together towards our common mission: to make the connected world a safer place.