



Fiserv is a global organization with more than 13,000 clients and approximately 40,000 associates worldwide and takes pride in its mission to enable clients to achieve best-in-class results. The company is highly regarded for its financial services technology and services innovation, including award-winning solutions for mobile and online banking, payments, risk management, data analytics and core account processing.

Fiserv is helping its clients push the boundaries of what's possible in financial services, delivering deep expertise and innovative solutions to help financial institutions, businesses and consumers move and manage money faster and with greater ease than ever before.

Manager/Professional - Global Security & Investigations (GSI) Incident Management

What does a great Manager/Professional in GSI Incident Management Advisor do?

Incident/Crisis Management is the 24x7 monitoring and identification of risks, evaluating their potential impact and anticipating worst-case scenario effects, communicating those issues and then coordinating the mitigation of those risks as appropriate. The Incident/Crisis Management team overall objective is to ensure the identification, preparedness, response, and management throughout the life-cycle of an event that may adversely affect Fiserv's assets and/or the company's ability to operate or serve its clients.

As a GSI Incident Management Manager/Professional, you will report directly to the Vice President of GSI Incident/Crisis Management, and assist in organizing and coordinating an adequate and timely response to any incident or crisis that may impact Fiserv's operations globally. Additionally acts as an Incident Manager during enterprise wide Incident Management Team calls and is a liaison between Site Leaders and corporate Incident Management stakeholders through any and all impactful events affecting the firm. Works to develop key internal metrics and executive summaries to senior leadership providing them the necessary information to make key decisions during a variety of scenarios.

In this role, you can expect to:

- Assist in the management of physical incidents affecting the safety and security of Fiserv associates, continuity of business operations and the integrity of Fiserv facilities around the world
- Liaise with site and senior business leads throughout the company, as appropriate, to understand, recognize and address their needs during adverse events affecting their business unit(s)

- Assist with the oversight of the Fiserv Global Site Leader Program and conduct interviews and specialized trainings when required
- Monitor weather and security events around the world that could have an effect on Fiserv assets and coordinate with team members locally in areas of concern through the lifecycle of the incident
- Develops and records Incident Management metrics over a weekly, monthly, quarterly and annual basis
- Maintains Incident Management policies and procedures to ensure compliance with company standards
- Helps to organize tabletop/ simulation exercises with subject matter experts for a variety of different scenarios that have the potential to affect different portions of the company around the world (i.e. natural disasters, pandemics, security incidents...etc.)
- Work with our technology teams to adequately prepare for a crisis event impacting the companies technology infrastructure resulting in potential major impacts to Fiserv clients
- Assists with coordinating Site Leader assignments and mitigates any gaps within the program
- Works to support a variety of other Global Security responsibilities that fall under the purview of Incident Management

Basic qualifications for consideration:

- 5+ years of related experience in an analytical position.
- Bachelor's Degree or equivalent work experience with industry recognized Professional Certification (preferred).
- Experience with leading and implementing projects
- Project management experience with maintaining detailed project plans and documentation
- Planning, and development of plans against a defined strategy, paired with a track record of strong tactical Line of Business experience a plus
- Be available during off duty hours and willingness to travel to regional Fiserv facilities as necessary
- Be classified as a subject matter expert of analytics, data science, business intelligence, business resiliency / disaster recovery concepts and methodology, along with payments industry best practices
- Experience leading response to large scale incidents
- A mind for process, a passion for data, and a willingness to take on tough challenges

- Possess an understanding of the business resiliency planning cycle including analysis, design, implementation, validation, testing, problem resolution
- Possess knowledge of all technologies relevant to responsibilities, with a strong understanding of relational databases and reporting technology such as Tableau or similar data analytics platform
- Ability to work collaboratively with a broad range of constituencies, including senior executives Strong analytical framework and advanced Microsoft Office (Excel, Outlook, Word, Access, and PowerPoint) skills required

Preferred qualifications for consideration:

- Bachelor's degree with concentration in Computer Science, Engineering, Data Analytics or Mathematics preferred

Security Operations Specialist

What does a great Security Operations Specialist do?

The Joint Security Operations Center (JSOC) is responsible for creating and disseminating security-related products and proactively monitoring worldwide events that might have an impact on Fiserv's assets, employees, or operations in the U.S. and overseas. These events include civil unrest, natural disasters, fires, accidents, utility outages, and weather phenomena. The JSOC monitors access to Fiserv facilities as well as various alarm and security systems. In addition, the JSOC assists employees on business travel by providing security and safety briefings when traveling overseas. The JSOC is a 24/7/365 operation.

As a Security Operations Specialist, you can look forward to:

- Global Security & Investigations (GSI) has overall responsibility for ensuring the safety and security of all Fiserv personnel and facilities worldwide.
- Key program areas that fall under GSI include Executive Travel & Protection, Investigation & Operations, Intelligence & Threat Analysis, Health & Safety, Personnel Screening and Physical Security.
- GSI is currently seeking an entry to mid-level professional candidate who can assume the role of a Security Operations Specialist within a state of the art, Joint Security Operations Center (JSOC).
- This opportunity will provide the candidate with excellent experience in an enterprise Corporate Security and Intelligence environment.
- As part of the JSOC team, the incoming candidate will be primarily responsible for providing timely alerts and writing short briefs for Fiserv senior leadership focusing on security, weather, or business continuity issues that arise around the world.
- Moreover, the candidate will actively support other tasks in the JSOC, including incident response, crisis management support, and handling the Security & Data Privacy Hotline.

Basic qualifications for consideration:

- Bachelor's degree with a GPA of 3.0 or higher, particularly in History, Political Science, International Relations, Economics, Criminal Justice, or another related field.

- MS Office Suite, SharePoint, Knowledge of Security Systems, Computer Networking
- Knowledge and interest in world events, including political, social, and economic issues; Strong desire to participate in analytics and research of world events as they pertain to Fiserv resources
- Ability to master numerous internal and vendor security software programs
- Solid writing skills with a keen eye for grammatical accuracy. Strong oral communication skills, with an ability to relay incident details concisely and accurately
- Self-Starter – Highly motivated and quality conscious – requiring little or no supervision. Ability to work with a team of physical security experts under potentially stressful conditions.
- Ability to provide timely, accurate reports for senior leadership. Supervisors are often tasked to write Informational Reports, sometimes in less than 15 minutes, which detail events occurring around the world and assess their potential impact on Fiserv's assets, employees, or operations.
- Veterans with an Honorable discharge, Military spouses, or Active Reserve status a plus.

We will ensure that individuals with disabilities are provided reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment. Please contact us to request accommodation.

ADVISOR - ENTERPRISE BUSINESS CONTINUITY AND DISASTER RECOVERY

What does a great Advisor in Enterprise Business Continuity & Disaster Recovery do?

You will be part of the Enterprise Business Continuity & Disaster Recovery (EBC&DR) group reporting to a Regional Head of Enterprise Business Continuity & Disaster Recovery. The EBC&DR Advisor will assist in the development, implementation, testing, education and maintenance of the EBC&DR program across the NA region to ensure ongoing business continuity in the event of an emergency or disaster. Will maintain and ensure plans are detailed and meet standards. The individual will work in conjunction with department heads and contacts to ensure a high level of awareness across the NA region as well as the appropriate preparedness of personnel during the event of a disaster. Implement firm-wide Enterprise Business Continuity & Disaster Recovery Policies and Standards in the region and provide guidance to Business Units to ensure they are in compliance.

In this role, you can expect to:

- Provide subject matter expertise for all Business Resiliency, methodology and best practices in the region
- Develop and implement controls and/or solutions to complex business problems to ensure risks and exposures are properly mitigated.
- Guide Business Continuity / Disaster Recovery Coordinators and business managers to document a Business Impact Analysis and Business Recovery plans for all line of business' functions
- Partner with all business stakeholders to implement robust resiliency solutions and plans (move and resume operations to another facility, work load transfer, work from home).

- Validate all resiliency solutions and plans have been adequately tested during annual exercises.
- Provide Quality Assurance on all documentation to ensure plan strategies are sufficiently implemented.
- Operate EBC&DR toolset used to maintain all resiliency-related documentation (BIA's, plans, test scope and results, metrics and reporting, etc.)
- Participate in regional audit & regulatory reviews as required that include Business Resiliency

Basic qualifications for consideration:

- 5+ years of related experience in an analytical position.
- Bachelor's Degree or equivalent work experience with industry recognized Professional Certification (preferred).
- Experience with leading and implementing projects
- Project management experience with maintaining detailed project plans and documentation
- Planning, and development of plans against a defined strategy, paired with a track record of strong tactical Line of Business experience a plus
- Be available during off duty hours and willingness to travel to regional Fiserv facilities as necessary
- Be classified as a subject matter expert of analytics, data science, business intelligence, business resiliency / disaster recovery concepts and methodology, along with payments industry best practices
- Experience leading response to large scale incidents
- A mind for process, a passion for data, and a willingness to take on tough challenges
- Possess an understanding of the business resiliency planning cycle including analysis, design, implementation, validation, testing, problem resolution
- Possess knowledge of all technologies relevant to responsibilities, with a strong understanding of relational databases and reporting technology such as Tableau or similar data analytics platform
- Ability to work collaboratively with a broad range of constituencies, including senior executives Strong analytical framework and advanced Microsoft Office (Excel, Outlook, Word, Access, and PowerPoint) skills required

Preferred qualifications for consideration:

- Bachelor's degree with concentration in Computer Science, Engineering, Data Analytics or Mathematics preferred