



Command Center Lead – Buffalo, NY

National Fuel is currently seeking a **Command Center Lead** for an outstanding career opportunity in our **Information Security** department located at our corporate headquarters in Williamsville, NY. National Fuel is proud to have an inclusive workplace where hard work is rewarded and promotion from within is supported. We offer exciting career opportunities for talented and ambitious job seekers and encourage you to apply today.

PRIMARY RESPONSIBILITIES:

- Coordinate with our Manager, Analysts, Business Partners, and Vendors to deliver initial triage and tiered level support in a 24x7x365 environment.
- Oversee real-time monitoring and response for physical security systems, information security systems, and the operational status of monitored systems and networks.
- Compile event and incident alerts and notify relevant business partners accordingly.
- Coordinate with technicians, customers, vendors, and incident response teams to remediate issues efficiently.
- Conduct in-depth root cause analysis (RCA's) on incidents and research threats while collaborating across teams.
- Assist in the execution of disaster recovery procedures and incident response plans.
- Collaborate with technology and security teams to improve detection and response capabilities.
- Create and present reports on security status, incidents, and improvements to senior management.
- Maintain daily activity logs and coordinate remediation efforts.
- Automate routine tasks using scripting languages.
- Coach and mentor junior analysts.
- Provide escalation support and coordinate tickets with Command Center Analysts.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree (Computer Science, information Systems, Information Security)
- Command Center and/or IT Operations experience, including **at least 3-5 years** in management
- Production experience with SIEM, NDR and EDR tools.
- Understanding security principles, technology infrastructure, and network protocols.
- Strong understanding of incident management principles.
- Knowledge of common attack vectors, malware, and threat actor tactics (MITRE ATT&CK framework)
- Strong oral and written communication skills, proven technical abilities and strong computer skills.
- Ability to work in a fast-paced, highly collaborative environment.
- Flexible hours with time management and multi-tasking abilities are essential to success in this position.

ABOUT NATIONAL FUEL:

National Fuel is a diversified energy company headquartered near Buffalo, NY. Our employees continue to be the most important part of our Company and have made us who we are today. We are dedicated to the communities in which we live and work and have nearly 2,000 employees in Western NY and Northwest PA.

COMPENSATION AND BENEFITS:

The base salary range for this position is \$90,000 – 114,000.

This job posting contains a pay range, which represents the range of pay that National Fuel believes, in good faith, at the time of this posting that it might be willing to pay for the posted job. The specific base pay offered to a successful applicant will be based primarily on relevant professional experience. Other components that may be considered include: individual qualifications, licensures, industry specific experience, education and market demands for specialized skills. The pay range is subject to change at any time based on various internal and external factors. Exempt positions will also be eligible for an Annual Cash Bonus Plan.

National Fuel offers a comprehensive benefits package including the following:

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| • Medical and Prescription Drug Coverage | • Paid Company Holidays |
| • Dental Coverage | • Parental Leave for Mothers and Fathers |
| • Vision Coverage | • Tuition Reimbursement |
| • 401(k) with Company Match | • Life Insurance |
| • Company Funded Retirement Savings Account | • Long Term Disability Insurance |
| • Flexible Work Schedule | • Flexible Spending Account |
| • Paid Time Off | • Charitable Giving Programs |

HOW TO APPLY

Any candidate offered a position with National Fuel will be required to successfully complete a pre-employment drug test. For confidential consideration, **please submit your resume and cover letter (preferably in PDF format) by July 21, 2025, to jobs@natfuel.com. Please reference position "25-048NY – Command Center Lead" in the subject line of your email.** Attachments with a .docm extension will not be accepted.



National Fuel is a proud equal employment opportunity employer. We believe our differences makes us all better, pushing us to look at things differently while enriching our own personal life experiences. That's why we're committed to building a diverse workforce and an equitable and inclusive work environment.

We celebrate diversity and do not discriminate based on race, color, religion, sex, gender, gender identity, gender expression, sexual orientation, national origin, disability, veteran status, or any other legally protected basis.