JOB TITLE:	COORDINATOR INFORMATION SECURITY
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II/GRADE 7
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8571
BARGAINING UNIT:	CLAP

REVISED: Submitted:

07/01/2019   06/11/2019

SCOPE OF RESPONSIBILITIES

Configures, administers, and supports systems, and services of the technology infrastructure. Proactively monitors logs, and usage analytics to identify and mitigate threat vectors across all systems to ensure high availability and security of information and information systems. Communicates across various teams and all stakeholders and supports critical technology projects.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Designs, configures, monitors, maintains, documents, and supports all aspects of the technology infrastructure including related systems, hardware, software, services, configurations, documentation, and policies; technology infrastructure includes (but not limited to): network systems and software, virtual and physical servers, desktop environment, Windows Active Directory/Group Policy Objects (GPO), Office 365, voice over IP (VOIP) telecommunications system and all connected devices, and print services management tools

Monitors switches, servers, routers, firewalls, wireless components, backups, network segmentation routes, and other physical or virtual environments including virtual appliances using enterprise and vendor-specific monitoring tools; creates and manages proactive monitoring and alerting environments with automated alert notifications and ticketing to ensure high availability and security of all systems

Monitors and analyzes system logs, usage analytics, and anti-virus logs to identify threat vectors and performs required notification and remediation actions to minimize/eliminate the threats, and follows established Service Level Agreements and associated protocols

Develops and constantly maintains infrastructure-related technical documentation including diagrams, schematics, templates, configuration documents, and all other materials

Monitors network and other vital systems and responds to the system, hardware, and software failures and outages promptly; responds to critical issues as they occur during or outside of regular business hours

Collaborates and communicates effectively and courteously with Information Technology team members as well as other internal and external stakeholders to provide technical support and assistance to staff members, as needed; acts as a Tier 3/4/Level responder to help desk requests and related support needs

Promotes Continuous Quality Improvement (CQI) by proactively identifying and helping to identify and implement improvements and best practices, and promotes a culture of innovation by identifying and developing ideas and innovative methods to enhance operational efficiency and improving technical capability

Stays current on the latest technology and network trends, concepts, and threats, and constantly finds a way to strengthen and improve the network and technology infrastructure

Performs other duties as assigned by supervisor

Completes all trainings and other compliance requirements as assigned and by the designated deadline

PHYSICAL DEMANDS

The work is primarily sedentary. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, crawling, climbing and reaching, with the ability to lift, carry, push or pull moderate weights.

MINIMUM QUALIFICATIONS
Associate's degree in computer science or related field.
Three (3) years of verifiable experience supporting an enterprise hardware and software systems infrastructure
A current, relevant, and industry-recognized certification, or the ability to complete department designated and department-paid certification(s) within twelve (12) months of hire.
In-depth knowledge of network and security protocols
Project management and network monitoring experience
Effective communication skills

DESIRABLE QUALIFICATIONS
PMP, ITIL, CompTIA A+, Net+, Security +, MCSE and other Microsoft Certifications
Experience in a diverse workplace