

TITLE: Security System Support Specialist
SECTION: As Appointed
REPORTS TO: District Principal of Instruction and Innovation

SUMMARY:

Under the direction of the District Principal of Instruction and Innovation or designate, the Security System Support Specialist (SSSS) works collaboratively as part of the Technology Services Team to provide security analysis and subject matter expertise to support security, privacy, and data governance standards. The SSSS monitors, consults and works to reduce security vulnerabilities, works to maintain compliance with organizational cyber security standards, guides breach and threat incident response processes and reviews video surveillance incidents.

DUTIES:

Assist the District Principal of Instruction and Innovation or designate in:

1. Monitoring security threats daily and recommending changes or actions in response to threats.
2. Collaboratively developing, implementing, and operationalizing improved network performance, breach response procedures and security monitoring strategies.
3. Researching and recommending systems that lead to ongoing improvements in availability, capability, reliability, and security of networks and systems.
4. Coordinating regular security audits to detect security threats and recommending remediations based on internal and external audits.
5. Staying current with industry effective practices in cyber security by researching and tracking information about current security threats.
6. Supporting data privacy and data governance by advising on security practices that align with the Office of the Information Privacy Commissioner BC and district standards.
7. Recommending communication plans and/or programs to raise awareness amongst stakeholders, decision makers and our users regarding cyber security.
8. Maintaining, updating, and creating documentation for items such as installations, configurations and procedures, user manuals and other technical documents as required.

9. Collaborating on VOIP system configurations and support.
10. Configuring school networks, servers, and software in consultation with the Network Systems Analyst and broader technology team to maximize security and privacy.
11. Providing first level technical response, problem-solving, technical guidance, remote and on-site support to users of information technology, student information systems (eg MyEd BC, SSDAS), financial systems, office productivity software and classroom instructional software and peripherals.
12. Providing first response services for the Technology Department as assigned.
13. Supporting users at District sites by identifying the source of software or hardware problems and performing appropriate repairs or modifications as necessary.
14. Installing, configuring, troubleshooting, and testing computer application software in curriculum and administrative settings.
15. Managing the Help Desk ticket system as assigned by creating tickets, assigning tickets, and communicating with other members of the team when a priority request is submitted.
16. Prioritizing Help Desk tickets based on escalation needs and communicating with the team.
17. Designing and developing computer software utilities as required.
18. Maintaining portions of district web content and related web services as assigned.
19. Performing other related duties as assigned.

QUALIFICATIONS:

Education – the applicant must have completed

- High school graduation or the equivalent
- A bachelor's degree preferred in computer science, Information Systems or related discipline from an accredited institution with specialization in network or cyber security, or an equivalent level of experience and training
- Apple Device Support Certification or equivalent level of experience and training (required within 12 months of assignment to position)
- Apple Deployment and Management Certification (required within 12 months of assignment to position)
- Microsoft 365 Certified: Endpoint Administrator Associate (required within 12 months of assignment to position)
- Microsoft Security, Compliance, and Identity Fundamentals Certification (required within 12 months of assignment to position)

Experience – the applicant must have

- 6+ years' experience in IT, including 5+ years' recent experience in a specialized Networking role and/or 5+ years in a specialized Information Security role. Including 2+ years' design, implementation, and support experience (Networking and Security context) with cloud platforms such as Azure, AWS, iCloud etc
- Demonstrated experience managing projects and applying project management methodologies

Skills – the applicant must have

- Demonstrated ability/aptitude to work with detail, precision and accuracy
- Demonstrated ability to organize, prioritize and meet deadlines with minimum of supervision
- Ability to maintain the confidentiality of information seen or heard
- Good interpersonal, communication skills and presentation skills
- Demonstrated technical problem-solving skills and ability to learn new systems

Other – the applicant must

- Due to the nature of the job, an ability to work a variable schedule as required
- Courtesy and tact required in explaining, exchanging data or information
- The job requires recommendation of changes to established methods or procedures
- Must have reliable transportation and a valid class 5 BC driver's license to perform site visits

APPENDIX G

JOB EVALUATION

COVERING

SCHOOL DISTRICT NO. 79 (COWICHAN VALLEY)

(EMPLOYER)

AND

CANADIAN UNION OF PUBLIC EMPLOYEES LOCAL 5101

(UNION)

ADVICE OF RATING

EMPLOYEE NAME:	
JOB TITLE:	110 – Security System Support Specialist
LOCATION:	Tech Dept
EFFECTIVE DATE:	August 23, 2023

This is to advise that the rating for the job to which you have been appointed is as follows:

JOB RATING

Factor	Edu	Exp	Jud	A/D	Phy	Dex	Acc	Saf	Sup	Con	W/C
Degree	8	8	4	3	3	4	4	1	1	2	2
Total Points	420										

RATING CLASSIFICATION: LEVEL

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