Job Title: Information Technology Coordinator

CLASSIFICATION DESCRIPTION

Department: **Information Systems**

Pay Grade: **117**

FLSA Status: **Exempt**

Remote Work Eligible: Yes

JOB SUMMARY

This position coordinates and implements the maintenance, use, and enhancement of software or hardware systems critical to the operation of the College; focuses on quality controls within the IT infrastructure; and uses tactics to defend and protect SPC facilities, networks, systems, and information. Responsibilities may include: analyzing system capabilities; implementing process and procedure changes to better utilize software or hardware; coordinating with software vendors regarding software support and system enhancements; monitoring systems; coordinating projects involving the implementation of new software/hardware or system changes; helping the organization understand advanced cyber threats; monitoring, logging, and alerting the College to vulnerabilities; investigating security breaches; developing strategies to respond to and recover from a security breach; and training end users.

DISTINGUISHING CHARACTERISTICS

Eligible to work remotely.

ESSENTIAL JOB FUNCTIONS

- Administers Enterprise Systems including Microsoft Azure Portal, Azure Security Center, Active Directory, Azure Active Directory, Azure Compliance Center, Exchange Online Portal, Teams Online Portal, Office 365 Defender, Defender for Cloud, Qualys, Security Scorecard, ManageEngine, and Azure Information Protection.
- Monitors IT infrastructure security and performance trends and applies best security practices as governed by IT Security policies and procedures.
- Conducts IT infrastructure vulnerability assessments and compliance auditing.
- Manages the configuration of the security information and event management configuration and Intrusion Detection/Prevention systems.
- Develops and implements security controls using various enterprise technology products for threat monitoring, threat detection, and data loss prevention, vulnerability metrics, security reporting, alerting, intrusion prevention, and data loss protection.
- Implements information technology standard operating procedures and facilitates necessary updates as technology changes.

- Participates in design review, generates technical diagrams, creates test plans and procedures, and generates technical documentation as necessary for IT systems.
- Monitors networks and systems for security incidents.
- Analyzes and monitors for indicators of compromise such as account activity anomalies, impossible travel, and risky sign-ins/sessions.
- Responds and investigates unauthorized disclosures, breeches, prohibited activities, attacks on students, SPC personnel, or information technology resources.
- Assists Information Security Officer (ISO) to: investigate IT security incidents (including steps to minimize the impact); conduct a technical and forensic investigation into how the incident happened; and determine the extent of the damage.
- Provides tactical analysis and develops specialized response actions to respond to and recover from IT security incidents.
- Contains and remediates damage or data loss resulting from incidents (Phishing, social engineering, mail flow rules, block lists, notifying accountable technicians of required remediation actions).
- Develops or implements open-source/third-party tools to assist in detection, prevention, and analysis of security threats.
- Produces incident reports.
- Performs email/calendars/contacts forensics including recovery and analysis.
- Provides awareness training to staff, faculty and students on information security standards, policies and best practices.
- Configures and uses firewalls, data encryption, and other security products and procedures.
- Conducts penetration testing, simulating an attack on the system to find exploitable weaknesses.
- Conducts weekly vulnerability scanning to discover, document, and distribute reports to departmental authorities and system administrators to provide guidance in reducing risks.
- Performs other duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Bachelor's degree in a field related to assigned area; five (5) years of related information technology experience working in at least one of the eight ISC2 CBK domains; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:
- Network security vulnerabilities and counter measures;
- Endpoint security solutions, file integrity monitoring and data loss prevention;
- Cloud platform as a service (IaaS, PaaS, SaaS) security;
- Automating security testing tools;
- MS Visio (technical diagrams);
- Systems analysis and design principles;
- Project management principles;
- Applicable programming languages;
- NIST IT Security standards & principles;
- Web site development methods, principles, and practices;
- Operating systems;
- Customer service principles;
- Training principles; and
- Computers and related software applications.

Skills in:
- Working with anti-virus software, intrusion detection, firewalls and content filtering;
- Using risk assessment tools, technologies and methods;
- Performing disaster recovery;
- Using computer forensic tools, technologies and methods;
- Organizing;
- Administering systems;
- Supporting multiple platforms and applications;
- Using mobile code, malicious code, and anti-virus software;
- Data mining; and
- Communicating, both verbally and in writing.

Ability to:
- Design secure networks, systems, and application architectures;
- Communicate network security issues to peers and management;
- Multi-task;
- Thrive in fast-paced, challenging situations;
- Interpret server and other infrastructure logs; and
- Pay attention to details.

CERTIFICATION, LICENSE AND SPECIAL REQUIREMENTS

Completion of information technology certifications desired.
Specialized industry training (ISC2, SANS, Microsoft, Cisco, etc.) is preferred.

PHYSICAL DEMANDS

This work typically requires the following physical activities to be performed. A complete description of the activities below is available upon request from Human Resources.

(X = Required to perform essential job functions)

Physical Activities		Physical Activities	
Balancing – maintain equilibrium to prevent falling while walking, standing, or crouching.		Pushing – use upper extremities to press against objects with force, or thrust forward, downward, outward.	
Climbing – ascending, descending ladders, stairs, ramps, requires body agility.		Reaching – extending hands or arms in any direction.	**X**
Crawling – moving about on hands, knees, or hands, feet.		Repetitive Motion – substantial movements of wrists, hands, fingers.	**X**
Crouching – bending body forward by bending leg, spine.		Speaking – expressing ideas with spoken word, convey detailed, important instructions accurately, concisely.	**X**
Feeling – perceiving attributes of objects by touch with skin, fingertips.	**X**	Standing – for sustained periods of time.	
Fingering – picking, pinching, typing, working with fingers rather than hand.	**X**	Stooping – bending body downward, forward at waist, with full motion of lower extremities and back.	
Grasping – applying pressure to object with fingers, palm.	**X**	Talking 1 – expressing ideas by spoken word.	**X**
Handling – picking, holding, or working with whole hand.	**X**	Talking 2 – shouting to be heard above ambient noise.	

Hearing 1 – perceiving sounds at normal speaking levels, receive information.	**X**	Visual Acuity 1 – prepare, analyze data, transcribing, computer terminal, extensive reading.	**X**
Hearing 2 – receive detailed information, make discrimination in sound.		Visual Acuity 2 – color, depth perception, field of vision.	**X**
Kneeling – bending legs at knee to come to rest at knees.	**X**	Visual Acuity 3 – determine accuracy, neatness, observe facilities/structures.	**X**
Lifting – raising objects from lower to higher position, moving objects side to side, using upper extremities, back.	**X**	Visual Acuity 4 – operate motor vehicles/heavy equipment.	
Mental Acuity – ability to make rational decisions through sound logic, deductive reasoning.	**X**	Visual Acuity 5 – close acuity for inspection of small defects, machines, use measurement devices, or fabricate parts.	
Pulling – use upper extremities to exert force, haul or tug.		Walking – on foot to accomplish tasks, long distances, or site to site.	**X**

TYPE OF WORK

Work performed is primarily:

☒ *Sedentary work*: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.

☐ *Light work*: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects.

☐ *Medium work*: Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

☐ *Heavy work*: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

☐ *Very heavy work*: Exerting in excess of 100 pounds of force occasionally and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects

WORK ENVIRONMENT

May be required to work hours other than the regular schedule including nights and weekends.

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions described herein. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in a job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in a job description.

St. Petersburg College has the right to revise a classification or job description at any time. This description does not represent in any way a contract of employment.