

# INFORMATION SECURITY AND SUPPORT SPECIALIST ROLE

## Role Summary

The Information Security and Support Specialist Role consists of one grade level (15). The incumbent is expected to provide consistent, professional support of technical computer resources. The role's primary responsibility is to act as the department's Information Security Officer. The Information Security Officer provides strategic direction for the protection of the department's information assets. The incumbent is the primary contact for all information security requests and is charged with ensuring employees have the necessary computer access to effectively execute their duties. Primary contacts are with the bureau chief, division administrator, department leadership, the Legislative and Administrative Rule Specialist, Statewide Facilities Officer, Disclosure Officer, other Information Technology (IT) staff, Department of Administration's ITSD Office of Cyber Protection, and internal and external customers.

Incumbents are to set an example for the appropriate utilization of information technology resources by not only adhering to but by enforcing all enterprise and department computing policies. Incumbents must be above reproach and are to never knowingly jeopardize the confidentiality, integrity, or availability of the computing resources and the data over which they have been given stewardship.

## Working Conditions

Mental stress can be encountered as a result of critical deadlines, managing a heavy workload, the technical nature of the work, and the significance of decisions made. The ability to work effectively with frequent interruption is required. Considerable time is spent on the phone and at a computer terminal.

## Education and Experience

- Grade 15: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to a bachelor's degree in computer science, math, or closely related field and two years of experience in business analysis; network administration; operating systems; local area networks; software/hardware; principles, practices, and concepts of information security and internal controls; user support; and project management. Other combinations of education and experience will be evaluated on an individual basis.

## Department Core Competencies

In addition to the role specific competencies, there are four, department core competencies that all employees are expected to successfully achieve. These are:

- *Interpersonal Skills:* Builds constructive and effective relationships with internal and external customers and is committed to meeting customer needs in a timely and accurate manner. Listens actively and attentively and demonstrates an appreciation of other perspectives. Builds the appropriate rapport required to do business. Openly demonstrates an understanding of and respect for the value of co-workers' contributions to the department mission.

- *Decision-Making and Accountability:* Considers the department's vision, mission, and values in making decisions and taking actions. Identifies and considers possible alternatives before making decisions. Bases decisions on achieving desired outcomes pursuant to the departmental business plan or management direction. Uses a combination of analysis, experience, and sound judgment that results in fairness and consistency, while being accountable for actions. When serious ethical issues are at stake, takes all necessary actions.
- *Commitment to Continuous Improvement:* Ability and willingness to continually seek greater efficiency in agency programs, is results driven, and meets changing requirements in work or direction. Adapts to changing conditions and work responsibilities. Accepts constructive criticism and suggestions and uses them to improve performance.
- *Personal and Work Ethics:* Creates own measures of excellence, and practices what he/she promotes. Sets goals that provide challenges and measures goal attainment regularly. Displays a contagious optimism about the work to be done. Goes beyond traditional ways to address issues despite obstacles or resistance. Is able to generate ideas, fresh perspectives, and original approaches and engages in open-minded thinking. Employs strategies to promote ideas and proposals to increase probability of acceptance. Mentors others to improve the performance necessary to achieve success. Reflects a belief that the results achieved are a direct result of his/her personal decisions and actions.

## **Grade Levels**

Each grade level lists the essential duties that describe work performed 50 percent or more of the time (predominant work). Established work plans identify day-to-day tasks.

## **Grade 15**

### Predominant/Essential Duties

- Serve as the department's Security Officer and primary contact for all information security requests.
- Ensure adequate creation of security profiles for access to department systems; validate the authenticity of system access requests; and document computer access for external security audits while ensuring employees have the necessary computer access to effectively execute their duties.
- Provide first-line information technology support to end-users. Deliver desktop support as needed.
- Set the system identification and authentication parameters within the department (the login/out mechanism).
- Manage personal workflow and productivity using Helpdesk Expert Automation Tool (HEAT).
- Strictly adhere to and enforce all Enterprise and department computing policies.
- Ensure confidentiality, integrity, and availability of data is maintained.
- Recommend modifications to Enterprise and department information security policies and procedures.
- Develop strategies and solutions for the protection of information assets.
- Implement security awareness training programs.
- Mentor and coach department leadership and staff on information security policy.
- Coordinate with the Disclosure Officer to ensure federal information security standards are met.
- Perform internal security audits on a scheduled basis.
- Administer the Helpdesk Expert Automation Tool (HEAT) and Outlook.
- Identify inefficiencies in, and recommend changes to, IT practices, procedures, and approach to customer service.
- Proactively analyze HEAT logs to identify problems or trends that may require corrective action.
- Maintain functional and technical documentation.
- Remain current in technology advancements.

## **Competencies and Degrees of Proficiency**

The Competency/Proficiency Chart identifies the role specific competencies, degrees of proficiency, and guidance required for each grade level. Role specific competencies describe the knowledge, skills, and abilities required to perform the essential duties. The degrees of proficiency indicate the difficulty and/or complexity level of the tasks and assignments.

## Competency/Proficiency Chart – Information Security and Support Specialist Role

Competencies	Grade 15 Independently
Demonstrated knowledge of the department Information Technology process.	C
Demonstrated knowledge of information security techniques and processes.	C
Demonstrated knowledge of department applications and network security.	C
Demonstrated self-motivation and ability to work effectively with little or no guidance	C
Demonstrated ability to adapt readily to new situations and effectively resolve problems.	C
Demonstrated ability to make appropriate decisions and use good judgment	C
Demonstrated skill and ability to adhere to ethical standards	C
Demonstrated skill and ability to work on multiple tasks and manage time effectively.	C
Demonstrated skill in enforcing compliance of all department rules, policies and procedures	C
Demonstrated ability to think creatively and recommend innovative solutions.	C
Demonstrated ability to provide timely and effective written, oral, and interpersonal communication.	C
Proactively focus efforts and energy on successfully attaining goals and objectives, assuming accountability for decisions, actions and results. Follow issues through to completion.	C
Demonstrated analytical skills relative to the role.	C
Demonstrated skill and ability to read technical materials and interpret, comprehend, and utilize information obtained.	C
Demonstrated skill and ability to effectively interpret policies and procedures to provide timely and appropriate access to department systems.	C
Demonstrated ability to communicate at a technical as well as non-technical level	C
Demonstrated knowledge of mid-range and mainframe systems.	B
Demonstrated knowledge of department business processes and ability to apply that knowledge effectively.	B
Demonstrated skill and ability to perform needs assessment services and feasibility analysis of computer systems.	B

### **Degree of Proficiency**

**A:** A degree of knowledge, skill, or ability commensurate with elementary-level tasks and assignments.

**B:** A degree of knowledge, skill, or ability commensurate with intermediate-level tasks and assignments.

**C:** A degree of knowledge, skill, or ability commensurate with advanced-level tasks and assignments.

**D:** An advanced degree of knowledge, skill, or ability commensurate with considerable experience and the application of the competency to non-standard tasks and assignments.

**E:** The most advanced degree of knowledge, skill, or ability, evidencing complete mastery and understanding of the subject.