

CLASSIFICATION ADDENDUM

Job Title: Information Security Officer (ISO)

Classification Specification: Manager/Program Manager

Barg Unit: NON

Pay Grade: D61

*This classification **addendum** further clarifies job specific duties and requirements of a job within a particular classification. Note: The classification specification document is to be referenced and this document utilized as the addendum (supplement). It is intended to provide additional information, where needed, and is not intended to provide an exhaustive list of duties and responsibilities; specific position assignments will vary depending on business needs.*

Essential Characteristics and Duties Addendum

The Information Security Officer (ISO) reports to the Information Technology (IT) Director and proactively manages the City's Information Security Compliance Program for all new and existing information systems. This position serves as the internal information security consultant to the organization. Remains familiar with the City's goals and business processes so effective controls can be implemented to address information security risk and compliance with related regulatory requirements. The ISO provides vision and leadership to the organization for developing and supporting security initiatives.

Maintains and monitors policy compliance; develops training; establishes short and long-range security strategies; performs IT asset management (ITAM) functions; evaluates security trends, evolving threats, risks and vulnerabilities; applies tools to mitigate risk; maintains and monitors system-wide IT business continuity, disaster recovery and incident response plans; ensures that plans are in place and well-coordinated and tests readiness. Monitors internal control systems; reviews Multi-State Information Sharing and Analysis Center (MS-ISAC) incidents; manages security incidents and events involving electronic protected information. Coordinates activities between customers, work groups, departments, and partner agencies to evaluate, procure and deploy security-related products and processes; develops information security awareness and education programs; assists with public records and litigation requests and internal investigations. Maintains IT risk registry. Performs related duties as assigned.

Qualifications Addendum

An entry-level person would be expected to possess the following or any equivalent combination of knowledge, skills, education and experience in order to successfully perform the job.

Training & Experience:

- In the field of computer science, information science, information security, law or related field required; two (2) years of direct program management and/or technical experience in information security, legal analysis, compliance management, asset management or organizational change management required.
- Experience in a public sector preferred.

Licensing Requirements:

- Preference for professional certification or documentable training in one or more of the following:
 - Relevant security and risk management
 - Relevant project management
 - Relevant asset management

Essential Characteristics and Duties Addendum

Knowledge:

- IT asset management including inventory, financing and related workflow (asset discovery, inventory development and maintenance, warranty tracking, inspection, incident response, etc.).
- Technology environments including electronic information and building security.
- Project management principles, best practices, and strategies for information technology and asset management.
- Risk assessment tools, technologies and methods.
- Familiarity with related industry best practice standards from organizations such as the Information Technology Infrastructure Library (ITIL), International Organization for Standardization (ISO), International Electrotechnical Commission (IEC), National Institute of Standards and Technology (NIST), American Society of Safety Engineers (ASSE), American National Standards Institute (ANSI).
- Incident response, computer forensic tools, technologies and methods.
- General enterprise IT architecture and practices.

Skills: *(Demonstrated skill in performing the following)*

- Researching legal and technical information
- Communicating, resolving disputes and building consensus.
- Driving organization-wide change.
- Maintaining confidentiality in regard to information processed, stored, or accessed by the system(s).
- Working with and training people possessing differing levels of technical knowledge.
- Staying current with IT security regulation, technology, best practice and policy.
- Planning, researching and developing policies, standards and procedures.

Qualification For Grade Progression:

N/A

Physical Requirements Addendum

Sedentary Work as defined in the classification specification. Further definition of the physical requirements of the position can be found in a job task analysis.

Addendum History

Created: 2018.08



MANAGER/PROGRAM MANAGER

Classification Specification

City of Springfield, Oregon

A classification specification defines the general character and scope of responsibilities of all positions within a job classification. This description does not list every duty for a given position; specific position assignments will vary depending on business needs.

General Information	
Classification Title	Manager/Program Manager
Classification Code:	MGRPRG
Effective Date:	7/1/2011
Pay Grade:	D61-D62
FLSA Status:	Exempt

Classification Summary

The Manager/Program Manager is a broad management level classification responsible for (1) assisting with the management of multiple divisions, sections, and/or one or two major programs, or (2) managing the administrative operations of a single department, which includes the development and implementation of medium term planning/goals for the assigned function consistent with the goals and objectives set at higher levels.

Responsibilities will vary in accordance with assigned area of responsibility but will generally include; managing professional staff to include assigning, monitoring, and reviewing work; establishing project deliverables and timelines in the area of assignment and consistent with the goals/priorities established at higher levels; developing and administering budgets; conducting specialized studies and operational analyses and preparing related reports and presentations; negotiating contracts and developing agreements; preparing and responding to grant opportunities; and ensuring compliance with applicable Federal, State and local reporting requirements.

Distinguishing Characteristics

- This is the second level in the program management series and the third level in the personnel management series (see Associate Program Manager, C44-C45; Associate Manager, C44-C45/C51-C52).
- Manager/Program Managers interpret and carry out the programs or objectives set by Senior Program Managers or Executive Managers and decide how best to use the assigned resources.
- Manager/Program Managers are differentiated from Senior Managers should a department be large enough to need additional supervisory levels so that span of control is not unwieldy.
- Or, Manager/Program Managers have responsibility for one or two program areas whereas the higher level classification has responsibility for multiple program or major project areas.

Essential Duties

The duties listed below are a typical sample; position assignments may vary.

- 1 May manage and oversee professional staff to include: prioritizing, assigning, monitoring and reviewing work; conducting performance evaluations; ensuring staff are trained; ensuring that

Essential Duties	
	employees follow policies and procedures, and maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.
2	Develops, implements, and evaluates strategic program objectives aligned with goals, policies and procedures; interprets and applies policies and procedures.
3	Develops and implements plans to ensure compliance with applicable Federal, State, and local laws, rules, regulations, laws, and policies.
4	Oversees department-wide initiatives for the enhancement and improvement of service delivery.
5	Represents the City at a variety of meetings, public events, training sessions, on committees, and/or other related events in order to prepare and present written and oral reports to the City Manager, Council, boards, commissions, other governmental agencies, and community groups; responds to complex and sensitive inquiries;
6	Prepares and administers budgets and grants; responds to grant opportunities and budget requests; prepares cost estimates for budget recommendations; submits justifications for budget items; monitors and controls expenditures.
7	Researches and develops new programs, philosophies, methodologies, and other applicable items. Identifies, develops and implements new and/or revised programs.
8	Develops and negotiates a variety of contracts and agreements with internal and external agencies.
9	Actively supports an inclusive and respectful work environment.
10	Performs other duties of a similar nature or level.

Qualifications	
<i>An entry-level person would be expected to possess the following or any equivalent combination of knowledge, skills, education and experience in order to successfully perform the job.</i>	
Training & Experience:	
<ul style="list-style-type: none"> • Bachelors Degree in a related field; and 5-7 years progressively responsible experience in a field related to area of assignment; and 1-2 years of program and or personnel management experience. 	
Licensing and/or Certification Requirements:	
<ul style="list-style-type: none"> • Based upon assignment, specified licenses and/or certifications may be required. • Valid Oregon Driver's license at time of appointment, depending on area of assignment. 	
Knowledge Required:	
<ul style="list-style-type: none"> • Management principles and practices; • Program/project management principles and techniques; • Advanced principles and practices and systems of assigned area of responsibility; • Strategic planning principles; • Budget development and administration principles and practices; • Grant and/or contract administration principles; • Applicable Federal, State, and local laws, rules, regulations, codes, and/or statutes; • Research methods; • Inclusive and respectful work place practices. 	
Skills Required: <i>(Demonstrated skill in performing the following)</i>	
<ul style="list-style-type: none"> • Creating, modeling, and maintaining a respectful and inclusive work environment; • Developing and monitoring safe work practices, and managing hazards in accordance with best practices; • Monitoring and evaluating employees; 	

Qualifications

- Managing multiple projects and programs simultaneously;
- Establishing project deliverables and timelines;
- Developing, evaluating, recommending, and implementing policy, processes and procedures;
- Interpreting and applying applicable Federal, State, and local laws and regulations;
- Conducting specialized studies and operational analyses;
- Conducting research and preparing complex reports;
- Managing budgets;
- Writing technical procedures, policies, grants, contracts, and/or other related detailed materials;
- Mediating and resolving conflict;
- Preparing and giving presentations; public relations principles;
- Using computers and related software applications;
- Strong interpersonal skills and emotional intelligence;
- Communication, interpersonal skills as applied to interaction with coworkers, management, City officials, City Council, the general public, etc. sufficient to exchange or convey information and to receive work direction;
- Working effectively with clients, co-workers, employees, supervisors, and others from diverse backgrounds.

Physical Requirements

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Incumbents may be subject to travel.

Classification History

2009.06 – Draft prepared by Fox Lawson & Associates, LLC (CC)
2010.11 – Revisions by HR
2011.07 – Adopted
2016.04 – Revisions by HR