



TECHNICIAN

CYBER SECURITY AND DESKTOP SUPPORT

JOB DESCRIPTION

JOB TITLE: Technician - Cyber Security and Desktop Support **FLSA STATUS:** Non Exempt
REPORTS TO: Director of Technology **PAY GRADE:** SAT-
LOCATION: Education Support Services **DAYS:** 260
JOB ID & DATE: SAT-53 | September 2023

JOB PURPOSE SUMMARY

Responsible for implementing and maintaining cybersecurity measures to safeguard the district's digital assets, ensuring data privacy, and protecting against cyber threats. Supports the security and integrity of the district's information systems, helping to create a safe and secure learning environment for students and staff. Serves as first point-of-contact for District stakeholders when interfacing with the Technology Services Department. This includes supporting staff and student devices, as well as managing inventory, providing maintenance on equipment, being responsible for in-warranty and out-of-warranty repairs.

REQUIREMENTS

Education Level Details

Associates in a Computer Science related field, equivalent industry experience or industry standard certifications.
Bachelor's degree in Computer Science, Information Security, or a related field (preferred).

License / Certification / Language Required

CompTIA Security+, ISC2 SSCP, Google Cybersecurity Certificate, Blue Team Level 1 or equivalent certifications highly preferred.

Work Experience Required

This position requires a minimum of one year of experience supporting technology implementation, design, and maintenance of cyber-security.

Other Skills and Abilities Required

Basic computer troubleshooting skills
Proven experience in cybersecurity roles, preferably in an educational setting.
Strong knowledge of cybersecurity best practices, threat intelligence, and emerging threats.
Familiarity with security frameworks such as NIST, ISO 27001, or CIS.
Excellent problem-solving and communication skills.
Ability to work independently and collaboratively with cross-functional teams.

KEY FUNCTIONS, ESSENTIAL DUTIES AND RESPONSIBILITIES

Desktop Support

- Maintain inventory of computer equipment using established departmental standards. This includes unboxing, imaging, setting up, and asset tagging new equipment in preparation for deployment as well as supporting equipment throughout the device lifecycle
- Configure and deploy new computer hardware, recommend and implement upgrades, as well as support other classroom technology such as printers, audio systems, and Interactive Display.
- Troubleshoot and resolve hardware issues as well as network connectivity
- Repair and/or replace computer and server hardware components, printers, scanners, FAX, and other technology
- Collaborate with vendor(s), Lead Tech, and other Computer Technicians for repair processing.
- Troubleshoot and assist end-users with various software including but not limited to Microsoft Office, Google Workspace, and other District programs.
- Answer and respond to Help Desk calls and assigned support tickets.
- Document new processes and procedures to share with other team members.
- Participate in the research and testing of proposed new technologies for district implementation.
- Perform other duties as assigned.

Security Infrastructure Management

- Deploy and manage security tools and solutions such as firewalls, intrusion detection systems, antivirus software, and encryption technologies.
- Monitor network traffic for suspicious activities and respond to security incidents promptly.
- Regularly update and patch systems to address vulnerabilities.
- Create and maintain an incident response plan to effectively handle cybersecurity incidents.
- Conduct investigations into security breaches and recommend improvements to prevent future incidents.
- Ensure compliance with data protection regulations (e.g., FERPA) and establish protocols for handling sensitive information.
- Implement data encryption and data loss prevention (DLP) measures.
- Perform regular security audits and vulnerability assessments.
- Monitor and secure the district's network infrastructure, including servers, routers, and switches.

- Configure and manage network security settings.

Access Control and Identity Management

- Administer user access rights and privileges, ensuring that only authorized individuals can access sensitive data and systems.
- Implement and maintain strong password policies and multi-factor authentication (MFA) solutions.

Security Awareness and Training

- Develop and deliver cybersecurity training programs to educate staff and students on best practices, including phishing awareness and safe internet usage.
- Maintain accurate records of security incidents, policies, procedures, and configurations.
- Prepare and present security reports to district leadership.

SUPERVISORY RESPONSIBILITIES

None

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

The physical demands, work environment factors and mental functions described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Demands: While performing the duties of this job, the employee is occasionally required to stand, climb or balance, stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 40 pounds.

Work Environment: While performing the duties of this job, the employee will work primarily in a usual office or school environment. The position may require the employee to work some evenings and weekends. May occasionally be required to work irregular hours, especially during security incidents or system upgrades. The individual must be able to work remotely in the event of a district shut-down or other situation.

Mental Functions: May work prolonged or irregular hours and must be able to maintain control under stress. While performing the duties of this job, the employee is regularly required to communicate, compare, analyze, coordinate, instruct, evaluate, and use interpersonal skills. Occasionally required to compile, copy, compute and negotiate.

Employee Printed Name: _____

Employee ID Number: _____

Signature: _____

Date: _____