PROGRAM SPECIALIST, CYBERSECURITY

Purpose Statement:
Under administrative direction, the Program Specialist, Cybersecurity leads the development, delivery, and continuous improvement of cybersecurity training resources; conducts needs assessments, executes and evaluates training initiatives, designs and presents instructional material, manages vendor engagement, and oversees the full user learning experience. This role provides support and oversight for ITS technical student internship programs and technical student bootcamps.

Diversity Statement:
Because each person is born with inherent worth and dignity, and because equitable access and opportunity are essential to a just, educated society, SDCOE employee commitments include being respectful of differences and diverse perspectives, and being accountable for one's actions and the resulting impact.

Representative Duties:
This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties.

Essential Functions:
- Leads the development, delivery, and continuous improvement of cybersecurity training and awareness programs for SDCOE and local education agencies (LEAs), charter schools, county offices of education, school districts, and partner organizations.
- Conducts needs assessments to identify performance gaps and implement training strategies aligned with SDCOE/ITS goals.
- Designs and delivers professional learning through group sessions, one-on-one support, and e-learning platforms; create and maintain LMS content and resources.
- Evaluates training effectiveness using data-driven metrics and feedback to ensure knowledge transfer and continuous improvement.
- Leads and supports organizational change management in the adoption of cybersecurity technologies and administrative controls.
- Leads and coordinates awareness initiatives and events to engage K–12 leaders, superintendents, and executive staff in cybersecurity priorities.
- Develops and oversees training and user group activities for cybersecurity applications developed and maintained by SDCOE (such as the Red Herring Phishing Awareness and Training platform).
- Oversees vendor and partner relationships related to training resources, software tools, and internship support.
- Coordinates and oversees ITS technical internship programs and bootcamps, providing

mentorship opportunities and fostering student career development in cybersecurity and Information Technology.

- Provides office hours and responsive support for enterprise application users, ensuring a positive and consistent learning experience.

Other Functions:
- Perform other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications:
Knowledge and Abilities
KNOWLEDGE OF:
Human centered and socially conscious leadership;
SDCOE's goals and objectives;
Staff development and training methods and techniques;
Principals of Project Management;
Principles and methodologies of organizational change management (OCM);
Principles and practices of technology system adoption, use, implementation, and post-production support life cycle;
Principles and practices of stakeholder engagement and communication;
Engagement, communication, and training metrics development and analysis;
Principles and techniques of training, adult learning theory, and motivation;
Principles and techniques of user interface experience and value realization;
Learning Management Systems (LMS), eLearning software tools, and online learning systems;
Basic principles and practices of communication and group interactions;
Technologically intermediate/advanced skills in MS Office 365 products.
Red Herring phishing simulation application and/or similarly designed/developed applications.

ABILITY TO:
Promote a human-centered culture that elevates the strengths of others creating a sense of belongingness;
Practice cultural competency while working collaboratively with diverse groups and individuals;
Plan, and coordinate technical training and professional development activities;
Assess adult learning and development;
Organize and manage time effectively;
Use judgement in decision making;
Set priorities and make decisions on a variety of complex matters;
Work collaboratively with a variety of people at various agencies;
Meet project deadlines in assigned areas;
Maintain accurate and accessible records;
Communicate effectively both orally and in writing with a variety of partners and participants;
Establish and maintain cooperative working relationships with clients and staff;
Work with students and student internship/mentorship programs;
Work with a variety of leaders and educational administrators;
Work with a variety of managers, administrators, and community partners.

Working Environment:

ENVIRONMENT:

Duties are typically performed in an office setting.

May be designated in an alternate work setting using computer-based equipment to perform duties.

PHYSICAL ABILITIES:

Must be able to hear and speak to exchange information; see to perform assigned duties; sit or stand for extended periods of time; possess dexterity of hands and fingers to operate computer and other office equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files; lift light objects. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Education and Experience:

Education:	A bachelor's degree in business administration, training/organizational development, management information system, computer science, or related field; and
Experience:	A minimum of five (5) years of experience in organizational change management, and/or technology training development, and preferred experience in the areas of: user experience/adoption, process analysis, stakeholder engagement analysis or group training/facilitation.
Equivalency:	A combination of education and experience equivalent to a bachelor's degree in business administration, training/organizational development, management information system, computer science, or related field; and five (5) years of experience in organizational change management, and/or technology training development, and preferred experience in the areas of: user experience/adoption, process analysis, stakeholder engagement analysis or group training/facilitation.

Required Testing	Certificates, Licenses, Credentials
N/A	Valid California Driver's License
	PMP (Project Management Professional) certification preferred

Continuing Educ./Training	Clearances
N/A	Criminal Justice Fingerprint/Background Clearance
	Physical Exam including drug screen
	Tuberculosis Clearance

FLSA Status: Exempt

Salary Grade   Classified Management, Grade 040

Personnel Commission Approved: Sept. 17, 2025

Revised: N/A