



Career Service Authority

Information Security Manager

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GENERAL STATEMENT OF CLASS DUTIES

Researches and recommends the policies and procedures that the City and County of Denver should have in place to implement, evaluate, and improve the tools, methods, procedures and other controls necessary for protecting all City information technology, assets and interests from intentional or unintentional modification, disclosure, destruction or tampering. Evaluates and monitors all information assurance and network security practices within City government and enforces their adherence to Citywide policies and procedures for managing the security of all electronically produced and stored information within City government

DISTINGUISHING CHARACTERISTICS

Information Security Manager is distinguished from other professional information technology classes and positions in these classes that have security oriented responsibilities by establishing formal methodologies, promoting best practices and overseeing the development of information security initiatives on behalf of Citywide interests. This class is solely concerned with a security-related duty assignment. Information Security Manager is distinguished from Project Manager by the fact that, although it performs project management tasks, project management duties are only performed in conjunction with the primary information security-related duties. Information Security Manager is distinguished from Manager One by the fact that Manager One directs an operational and/or functional area. Information Security Manager, rather than managing operations, functions instead as a specialized individual contributor in information security establishment.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally in the form of stated objectives only, with issues and factors largely undefined, requiring the employee to exercise creativity and ingenuity in devising criteria, techniques, strategy and methodologies for approaching assigned functions or projects.

Duties performed involve concepts, theories and concrete factors to be evaluated and weighed, requiring a higher degree of analytical ability, and independent judgment and decision-making.

Work assignment is generally unstructured and employee is responsible for organizing complex, varied and simultaneous coordination of several functions, programs or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By position, supervises professional, technical and/or administrative support staff.

ESSENTIAL DUTIES

Researches current and/or proposed federal and state laws and regulations, industry trends and best practices in the field of information security to determine their applicability to the City's information technology operations.

Evaluates and audits current information security policies and procedures utilized throughout the City to ensure compliance with any applicable federal and state laws and regulations.

Assists with or provides guidance on the development of policies and procedures to maintain consistency citywide in any information security practices and to incorporate changes needed for compliance with federal and state regulations.

Analyzes and evaluates all aspects of enterprise information security (e.g. information security architecture, disaster plans, etc.) then provides guidance on the development and implementation of procedures for maintaining the City's information systems network technology.

Communicates citywide information security policies and procedures to information technology managers and other professionals at the department and agency levels.

Provides consultation and advice to information technology managers and other professionals throughout the City on security issues.

Provides training to information technology professionals at all organizational levels on relevant federal and state laws and regulations, information security policies and procedures, and industry trends and best practices.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Technical Competence – Uses expert level knowledge of information security architecture, information security policy and procedures, physical security, attack and penetration testing, application testing, information security program gap analysis, incident response and best practices on behalf of the City information technology systems.

Customer Service – Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations.

Interpersonal Skills – Shows understanding, courtesy, concern, and politeness to others. Develops and maintains effective relationships with others, relates well to people from varied backgrounds and different situations. Strong abilities and presentation skills in selling new ideas.

Communication – Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Influencing/Negotiating – Persuades others to accept recommendations, cooperate or change their behavior, works with others toward an agreement; negotiates to find mutually acceptable solutions.

Interpersonal Relationship and Service Orientation – Demonstrated competency in working with a wide range of government departments with diverse business needs, interests, expectations and requirements.

Self-Management – Demonstrates a high level of initiative, effort, and commitment towards executing established assignments, goals and objectives.

Teamwork – Strong ability for team building task encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Planning and Evaluating – Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.

Knowledge of complex information security infrastructures.

Knowledge of the principles and processes of both tactical and strategic information technology program management.

Knowledge of life cycle and risk management and the mechanisms by which they tie to policy compliance.

Ability to establish formal methodologies and promote best practices on behalf of the City.

Physical Demands:

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping or otherwise working with hand(s).

Fingering: picking, pinching or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Working Environment:

Work is primarily performed in an office setting and frequently at other locations for meetings.

Work involves pressure due to multiple calls and inquires and is subject to interruption.

Education Requirement:

Baccalaureate Degree in Computer Science, Information Systems, Business Administration, Mathematics or a related field.

Experience Requirement:

Three years of professional level information technology experience which included the performance of duties most of the following areas: information security architecture, information security procedures and controls, physical security, attack & penetration testing, application testing, information security program gap analysis and incident response.

Education/Experience Equivalency:

A combination of the appropriate type and level of education and experience may be substituted for the minimum education and experience requirements.

Licensure and/or Certification:

None

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/01/2005

REVISED DATE: 07/08/2007

REVISED BY: Melissa Palmer

ESTABLISHED BY: Paul Wiberg

CLASS HISTORY

This class was established to provide for unitary Citywide implementation and evaluation of information assurance and network security practices and procedures among the City's departments and agencies. 7/5/07: Revised essential duties to describe the class's responsibility and impact on I.S. policy & procedure.