USC University of Southern California

# Manager, Security Awareness and Policy Management
Job Description

## JOB INFORMATION

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|---|---|
| *Job Code:* | 166061 |
| *Job Title:* | Manager, Security Awareness and Policy Management |
| *FLSA Status:* | Exempt |
| *Supervisory:* | May oversee student and/or temporary workers. |
| *Job Family:* | IT Security |
| *Job Family Group:* | Information Technology |
| *Management Level:* | 5 Manager |

## JOB SUMMARY

Responsible for developing comprehensive security awareness training programs and related governing policies across the university. Provides input to key stakeholders on the development and implementation of security policies, standard controls and mitigation procedures. Manages related policies by ensuring that proper governance within policy standards are aligned with requirements within the ITS organization, schools, and departments across the university. Manages policy compliance, develops awareness and training related to current security topics including internet security, fraud, and identity theft using multi-media modes of delivery via web-based training and instructor-led workshops. Supports implementation of related training systems, monitors the effectiveness of programs, and reports key metrics to the Director, Governance and Risk Management.

## JOB QUALIFICATIONS:

### Education

| *Req* | *Pref* | *Degree* | *Field of Study* | |
|---|---|---|---|---|
| X | | Bachelor's degree | | |
| | X | Bachelor's degree | | |

### Additional Education

***Check here if experience may substitute for some of the above education.***

| | |
|---|---|
| X | Combined experience/education as substitute for minimum education |

### Work Experience

| *Req* | *Pref* | *Work Experience* | *Experience Level* | |
|---|---|---|---|---|
| X | | 3 years | | |
| | X | 5 years | | |

### Additional Work Experience

***Check here if education may substitute for some of the above work experience.***

| | |
|---|---|
| | Combined experience/education as substitute for minimum work experience |

## Knowledge, Skills and Abilities

| *Req* | *Pref* | *Functional Skills* |
|---|---|---|
| X | | Understanding and working knowledge of information security fundamentals and risk-based approach to information security. |
| X | | Understanding of compliance frameworks (e.g., PCI, ISO, SOX, NIST). |
| X | | Previous experience or commensurate skill in reviewing training content that is informative and engaging, inspiring and motivating employees to understand key messages around information security. |
| X | | Previous experience or commensurate skill in managing a third party service provider of training or awareness content development. |
| X | | Knowledge of learning development approaches and methodologies and is able to leverage and customize them to develop security-specific topics, learning objectives and modules. |
| X | | Knowledge of databases and storage solutions to maintain security personnel certification and notify personnel of required updates. |
| X | | Experience in developing a curriculum, creating training content and materials, and/or delivering knowledge using various methods (e.g. web-based, classroom, etc.) through various channels (e.g., eLearning, in-person, etc.). |
| X | | Ability to articulate security concepts to business users across the university. |
| X | | Demonstrable experience in presenting to large audiences with comfort, ease and confidence. |
| X | | Experience in writing security policies, standards and procedures and providing guidance for implementation. |

## Other Job Factors

## JOB ACCOUNTABILITIES

| | *% Time* | *Essential* | *Marginal* | *N/A* |
|---|---|---|---|---|
| Plans and develops cybersecurity training and awareness programs, and information security governing policies across the university. | | | | |
| Coordinates the development and implementation of the cyber security training and awareness program to educate university employees, contractors and vendors with regard to the university's information security requirements. Provides guidance to ITS, Security Liaisons, and key stakeholders across the university on the implementation of policy and standard controls and development of necessary risk mitigation procedures. | | | | |
| Creates, enhances and maintains information security policies and standard development across the policy management lifecycle. Ensures proper governance within policies and standards that align with Information Security Enterprise Architecture. Supports and assesses IT Operations in order to identify and gain efficiencies related to existing and new policies and standards within Information Security. | | | | |
| Works with Office of Compliance to incorporate the necessary requirements in the information security policies and standards to support privacy regulatory compliance. Maintains policy and standards repositories. Works closely with Change Management and Communication teams to identify change impacts and required communications related to the changes to existing and new policy and standard requirements. Partners with relevant staff, faculty and students in order to specify, commission, develop, review, approve, implement, maintain and obtain compliance and awareness materials associated with the university’s cybersecurity program. | | | | |
| Integrates security awareness related training content into various training programs, including onboarding for newly hired employees or contractors, and university policies. Creates highly customizable, interactive and intuitive security awareness program with topics that may include password construction, internet usage, fraud, email usage, virus and malware prevention, desktop security, social engineering, and identity theft. | | | | |
| Coordinates and supports the delivery of ongoing information security training and awareness through various tools, such as web-based training, instructor-led training and workshops. | | | | |
| Supports implementation of training systems or IT systems used to deliver security awareness training. Sponsor security awareness outreach programs across the university in the development of content to varied audiences e.g. multi-media presentations, booklets, security posters, end user emails, promotional items, newsletters, and simulations. | | | | |

## JOB ACCOUNTABILITIES

| | *% Time* | *Essential* | *Marginal* | *N/A* |
|---|---|---|---|---|
| Identifies required security controls and design elements for new technologies, processes, and tools that may be introduced across the university. | | | | |
| Monitors the effectiveness of the training and awareness program and reports key metrics to the Information Security Governing Body. Evaluates the adequacy of security awareness activities. Identifies and assesses new methodologies to increase security awareness. | | | | |
| Maintains awareness and knowledge of current changes within legal, regulatory, and technology environments which may affect operations. Ensures senior management and staff are informed of any changes and updates in a timely manner. Establishes and maintains appropriate network of professional contacts. Maintains membership in appropriate professional organizations and publications. Attends meetings, seminars and conferences and maintains continuity of any required or desirable certifications, if applicable. | | | | |

## Other Requirements

| *Essential:* | *Emergency Response/Recovery* | *Essential:* | *Mandated Reporter* |
|---|---|---|---|
| | In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed. | | A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/ |

| *Campus Security Authority (CSA)* | *Essential:* |
|---|---|
| By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/ | No |

## ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

________________________ ________________________ ______________
Print Employee Name Signature Date

________________________ ________________________ ______________
Print Manager Name Signature Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills,
duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the

existing at-will employment relationship between the university and the employee occupying the position.