

CIRCUIT COURT FOR MONTGOMERY COUNTY, MARYLAND

Personnel Class Specification

INFORMATION TECHNOLOGY SPECIALIST II

Information Systems Security Specialist

DEFINITION OF CLASS

The incumbent of this position serves as the Information Systems Security Specialist. This individual is responsible for planning, coordinating, and controlling information system security for the Circuit Court's mission critical systems and associated applications. The successful candidate will analyze, offer improvements, and implement approved security measures for: desktop/laptop/tablet computers, servers, applications, Internet access, firewalls, cloud services, electronic storage devices, supported mobile devices, and collaboration platforms. A CompTIA Security+ certification or equivalent is preferred. Contacts include other technology specialists, technicians, agency technology end users at all levels, vendors, and individuals outside the court to exchange information, offer technical advice, resolve problems, and coordinate projects or activities. Guidelines for the work are normally available; however, incumbent may recommend changes to guidelines as necessary and use judgment and resourcefulness to modify, adapt or deviate from guidelines to accomplish the work.

Employee is expected to make independent decisions in dealing with the public and employees. Information obtained during the performance of these duties may be confidential or private in nature. The employee in this position must recognize that visitors to the Court may be under significant stress and ensure that they are treated with dignity and discretion as they obtain court-ordered services.

The incumbent reports directly to the Operations Manager, Director of Technical Services, and is ultimately responsible to the Administrative Judge.

Circuit Court employees are *at-will* employees and serve at the discretion of the Administrative Judge. This means that either an employee, or the court, may terminate the employee relationship at any time, with or without cause. There are no contractual relationships between the Circuit Court and an employee; letters, benefit or policy statements, performance evaluation, handbooks, or other employee communications should not be interpreted as such. The *at-will* relationship remains in full force and effect notwithstanding any statements to the contrary made by court personnel or set forth in any documents.

EXAMPLES OF ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Perform day-to-day administration and operation of the Circuit Court's active directory security, accounts, groups, and role membership.
- Maintain knowledge and expertise by learning new and evolving technologies and by achieving appropriate industry and professional certifications.
- Performs on-going security audits of systems, and organizational units to determine compliance with security standards and procedures.
- Assist with day-to-day management of the Court's Office 365 tenant.
- Contribute to the Circuit Court's vision and direction by helping improve technical practices, as well as choosing key technologies and issues to address future growth.
- Perform day-to-day administration and operation of Microsoft network infrastructure working with Symantec.Cloud Email Filtering Services, Web Filtering, Cisco Firewalls, Antivirus applications (Sophos), and the deployment of desktop/server patch upgrades using Ivanti software.
- Perform security engineering functions, to include: developing, implementing and maintaining technical configuration baselines and security standards as outlined in ISO/IEC 27001 and 27002:2013 – Information Security Management System (ISMS).
- Administer and monitor a variety of security/system tools and logs.
- Assess hardware, software, and interfaces being considered for purchase or implementation within the Courts network for security strengths and risks and provide security requirements for software and services RFPs.
- Manage an enterprise infrastructure vulnerability management program, to include: maintaining vulnerability scanning tools, schedules, reports, logs, and remediation tracking.
- Analyze security incidents to determine root cause and identify process or system changes to prevent reoccurrence. Create information system disaster recovery procedures, planning and testing, auditing, risk analysis, business system resumption planning, and contingency planning in the event of a security related outage.
- Research threats and perform IT vulnerability assessments and penetration tests in cooperation with County technology resources, identify gaps, provide mitigation solutions and monitor remediation and report metrics to ensure leadership makes information risk aware decisions.
- Prepare data-use records for management, answer questions about computer security from both internal and external sources, audits, and request for computer access or account changes.
- Assist Help Desk staff and Operations Manager as needed. Ticket escalation assistance, system upgrades, and replacements on weekends or after hours on weekdays may be required.

This job description reflects management's assignment of essential functions. It does not prescribe or restrict additional various diversified tasks and assignments that may be required by the Operations Manager, Director of Technical Services, Judicial Officers and/or Court Administrator.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to work the full-time standard Court work schedule of 8:00 a.m. to 5:00 p.m. (Monday through Friday) with flexibility to accommodate any necessary early or late meetings.
- Possess strong interpersonal, analytical, and customer service skills, including the ability to explain complex technical terms in language understandable to the business.
- Maintain a regular, punctual, and reliable level of attendance.
- Ability to work independently and have high level interpersonal skills to handle sensitive and confidential situations.
- Ability to communicate effectively, orally and written, and exercise a high degree of judgment, tact, diplomacy, and competence in dealing with Judges, attorneys, court personnel and the public.
- Ability to lift electronic equipment and other related equipment weighing up to 50 pounds to perform the essential functions of this position.
- Ability to handle multiple tasks and maintain a professional demeanor when dealing with court personnel and the public at all times.
- Ability to make decisions based on experience, good judgment, and established policies and procedures.
- Ability to set priorities and simultaneously process multiple duties and responsibilities.
- Excellent telephone manner and experience dealing with the public.
- Ability to develop and maintain collaborative and professional working relationships with court personnel and the public.
- Ability to work a specific shift.

MINIMUM QUALIFICATIONS

- B.S. or B.A. in information technology or a related field from an accredited college or university; or three years of experience in the information security/technology field. Certifications in information security are strongly preferred i.e., Certified Information Security Manager (CISM), Certified Information Systems Security Professional CISSP), or CompTIA Security+
- Three years' experience with installing, configuring, troubleshooting, and maintaining Windows Server 2016-2019 environments, Active Directory, Office 365, Outlook Email/Calendar, Sophos Antivirus software, Ivanti patching software, and virtualization servers utilizing VMware.
- Demonstrate the ability to prioritize and manage multiple projects simultaneously and follow-through on issues in a timely manner.
- Three years' experience with troubleshooting, configuring, and maintaining network firewalls. Three years' experience with installing, configuring, troubleshooting, and maintaining Microsoft Windows; back-up servers and disaster recovery tools; server and application monitoring tools.
- Ability to install and configure security software on computers and computer networks.
- Five years customer service experience
- Excellent oral communication skills and an even temperament are high priority considerations for this position.
- Strong interpersonal skills: ability to work with all levels of internal management and staff, as well as outside clients, vendors, diverse populations, stakeholder groups, and customers.
- Superior writing skills and command of English is essential.
- An equivalent combination of education and experience may be substituted.

ADDITIONAL CONSIDERATIONS

Applicant will be required to work at least one late shift 9:00 a.m. to 6:00 p.m. a week, or until Court is concluded and at least one early shift of 7:00 a.m. to 4:00 p.m. More than one early or late shift per week may be required. A manager must approve schedule changes for the early and late shifts.

The above statements are intended to describe the general nature and level of work being performed by a person in this position. They are not to be construed as an exhaustive list of all duties that may be performed by such a person.

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Class Code: 007344
Position Number: 000208
Grade: 23 (Exempt)
Salary Range: \$61,189 - \$101,350

To apply, please see the link below to our website; submit a cover letter, resume, writing prompt and an employment application.

<https://montgomerycountymd.gov/cct/careers.html>