Classification Description

Job Title: Program Support Specialist-RIST Institute for Cybersecurity   **Pay Grade:**   104

Job Code: 4158   **FLSA Status:**   Non-exempt

Job Purpose

This grant-funded position is for administrative and technical work in support of the Cybersecurity and related Computer Science programs within the School of Business and Technology (SoBT). This position provides diversified support in the planning, coordination, and implementation of internal and external student success programs, activities and events. This position requires schedule flexibility as work may require early morning, evening, and weekend work hours at various FSW locations, and surrounding areas. This is a limited term, grant funded position renewable annually (July 1), contingent upon continuation of the grant.

General Responsibilities

Essential Functions

Supports the RIST Cybersecurity Institute Program Director in obtaining the National Centers of Academic Excellence in Cyber Defense Education (NCAE-CDE) designation. Assists in addressing all program objectives and required criteria.

Supports and oversees the RIST Cybersecurity Institute lab environments located on FSW's Thomas Edison (Lee) Campus. Responsible for maintaining labs to ensure the facilities and equipment are in proper working condition and the environment is neat, orderly, and conducive to student learning; taking appropriate precautions to ensure a safe and secure learning environment; coordinating/scheduling student lab use. Also responsible for overseeing and managing lab software licenses and subscriptions, to include faculty/student user access to software; requesting supplies and/or preparing supplemental learning materials and resources.

Supports the Program Director with developing, planning and executing student engagement and professional development programs, extracurricular activities and events (such as cyber competitions, tabletop exercises, etc.) designed to support learning needs and educational goals, ensuring academic success; and assist with strategies to attract and retain a diverse student population.

Supports the Program Director with promoting professional development opportunities for faculty to enhance their expertise in cybersecurity, information technology, and teaching methodologies.

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Supports the Program Director with developing, planning and executing K-12 programs, events and summer camps.

Serves as a RIST Cybersecurity Institute liaison for external and internal groups and the professional community.

Assists SoBT leadership & staff with planning for events including, but not limited to, identifying and scheduling space, preparation of applicable fee estimates, coordination of campus equipment and services such as technology, security, catering, and room set-up needs. Works collaboratively with the SoBT on routine and special department projects, which may include research, data compilation and report preparation.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Associate's degree from a regionally accredited institution of higher education.

OR

Two (2) years of related full-time professional work experience. An appropriate combination of education and experience may be substituted.

Proficient with general office equipment (i.e., personal computer and accessories, copier/printer).

Proficient with general office software (i.e., Microsoft Office 365 to include Outlook, Calendar, OneDrive, Word, Excel, PowerPoint, and SharePoint Teams), and video conferencing software (i.e., Teams and Zoom) and document management software (i.e., Adobe Acrobat).

Purchasing/accounting experience (including operational and fiscal analysis) is a plus.

Excellent organizational and interpersonal skills required to effectively communicate, interact, and work with individuals and groups; must have analytical thinking skills and be able to multi-task; must be adaptable, self-motivated, and proactive; must have attention to detail.

Demonstrated high standard of integrity; exercises discretion and good judgment at all times and in all contexts; maintains confidentiality; and is motivated to incorporate best practices into the organizational culture.

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Ability to independently travel to all FSW campuses in Lee, Charlotte, Collier and Hendry counties, and other locations for College business.

Must have personal and educational philosophy compatible with the goals, objectives, and mission of the College.

Demonstrated ability to:
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:
- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: July 5, 2024