



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 457.1

Job Title: **IT ASSOCIATE – SECURITY**

Pay Grade: 18

GENERAL SUMMARY:

The purpose of this entry level position is to contribute to compliance with IT security plans, policies, and operational procedures. Promotes and supports the city's IT security framework to *identify* the IT assets and data that must be protected, *detect* cyber incidents, *protect* IT assets from intentional or unintentional compromise or destruction, *respond* and *recover* where cyber incident compromise occurs.

RESPONSIBILITIES:

CUSTOMER SERVICE: Provides simple diagnoses and resolution to IT security related incidents. Manages *basic* IT security tasks to ensure the safety of IT assets and data. Facilitates cyber security awareness training and mentoring throughout user community.

OPERATIONS & MAINTENANCE: Performs simple procedures necessary to ensure the safety of IT assets and data; protects systems from intentional or inadvertent access or destruction. Monitors and resolves *simple* IT security incidents by applying knowledge of remediation techniques. Works closely with business and technology personnel to document system security plans.

ADMINISTRATION: Maintains clear and concise documentation; documents incident management activities; assists in designing and documenting IT security processes, procedures and standards. Prepares management status reports.

TEAM EFFORT: Contributes to team effort by accomplishing related results and performing related responsibilities as needed.

SPECIFICATIONS:

KNOWLEDGE: Associate's degree in Computer Science, Management and Information Systems (MIS), Business or a related field. System-specific technical certifications may be considered a substitution for Associate's degree. .

Experience in IT security, infrastructure or applications may be substituted for the education requirement on a year-for-year basis.

EXPERIENCE: At least 6 months of IT security, infrastructure, or applications experience.

COMPLEXITY: This is an entry level position where employee is learning to perform work that requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and procedures, and in adapting standard methods to fit facts and conditions.

IMPACT OF ACTIONS: This entry level position has sufficient educational knowledge to begin performing IT security tasks, but requires significant instruction and guidance. Errors in work typically lead to minor inconvenience and costs. Work is typically performed under moderate to high supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the team lead or manager available to answer questions as they arise. Ability to pass and maintain federal security clearances may be a requirement.

SUPERVISION EXERCISED: No direct report employees. No indirect reports.

Direct Supervision:

Indirect Supervision:

CONTACTS:

Internal Contacts: Level of internal contact is primarily with technical staffs and occasionally with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

External Contacts: Level of external contact is primarily with administrative support, technical and professional staff. Interaction involves information exchange and/or simple service activity requiring moderate tact and cooperation.

PHYSICAL EFFORT: The position is physically comfortable; the individual has discretion about walking, standing, etc. Operates a motor vehicle.

WORK ENVIRONMENT: There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions. Significant time spent using computer display, keyboard, and mouse.

PHYSICAL SKILL: Requires the ability to make closely coordinated eye/hand movements within very fine tolerance and/or calibration demands. Operates a motor vehicle.

MISCELLANEOUS: Performs related work as required.

JOB FAMILY: Information Technology – IT Security

Technical Track:

IT Intern

IT Associate – IT Security

IT Specialist – IT Security

IT Professional – IT Security

IT Sr. Professional – IT Security

IT Security Professional – Expert

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Effective: November 4, 2015

Revised: June 9, 2017

Management Track:

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IT Lead -- IT Security

IT Manager -- IT Security

Information Security Officer (ISO)

Chief Information Security Officer (CISO)