



# Cow Creek Government Office

## IT Security Support Specialist

Job Code: 1690  
Department: IT – GO  
Location: Roseburg, OR,  
Minimum Salary: \$58,211.01

### POSITION PURPOSE:

This position is responsible for monitoring and auditing network, server, user, and data integrity and to ensure it meets cybersecurity best practices and standards. Due to confidentiality requirements and to ensure integrity there may be instances where the IT Security Support Specialist reports directly to the Chief Operations Officer. The IT Security Support Specialist is also responsible for cybersecurity awareness training and other training as necessary.

### ESSENTIAL FUNCTIONS:

- Monitors network, server, user, email services, and data for unauthorized access and to assist in detecting cybersecurity vulnerabilities or events.
- Performs cybersecurity awareness training and any additional training as needed.
- Coordinates with other IT team members and clinic coordinators to ensure compliance with cybersecurity requirements.
- Assists in development of cybersecurity related planning and recovery procedures.
- Accurately documents all work non-high confidentiality work performed in Help Desk software application.
- Performs periodic audits of network systems, server connections, and software configurations to ensure cybersecurity compliance and makes recommendations for improvements.
- Provides departmental and corporate training in information technology.
- Does periodic table-top exercises (simulations) to evaluate the effectiveness of disaster recovery and cybersecurity event response plans.
- Maintains confidentiality of verbal, written and electronic information. Limits access to information on a job-related, need-to-know basis.
- Ensures that both written and verbal communications are clear, concise, complete, accurate and effective.
- Must attend at least one cybersecurity conference or related ISAC event per year.

- Assist with the helpdesk as needed, with prohibition from user account changes.

#### QUALIFICATIONS:

- Either/or:
  - Associate of Science in Computer Information Systems or equivalent mix of experience.
  - The following certification is required within the first 6 months of employment.  
Comptia Security +
  - The following certifications are required within the first year of employment:  
Comptia GIAC Security Essentials (GSEC)
- 3 years documented experience desktop support.
- Experience with clinical applications preferred but not required.
- Must work well with Clinic IT team member and be respectful of patients who may be in the area.
- Must sign HIPAA agreement.
- Excellent organizational, verbal, interpersonal, and customer relations skills.
- Ability to answer cybersecurity awareness questions accurately.
- Must be 21 years of age or older.
- Current Oregon Driver's License.
- Employee must maintain a neat, clean, and well-groomed appearance at all times (specific standards available).