

## SECTION B: WORK ASSIGNMENT DESCRIPTION

<b>Job Title</b>	Senior Specialist Cyber Awareness
<b>Division</b>	Office of the Chief Information Security Officer
<b>Reports To</b>	Manager Cyber Diplomacy & Awareness
<b>Salary Range</b>	\$110,947.20 to \$130,353.60
<b>Work Location</b>	55 John Street, Toronto
<b>Job Type</b>	Permanent Full Time
<b>Shift Information</b>	Monday to Friday, 35 hours work week

### JOB SUMMARY:

To support the execution of the Chief Information Security Officer's (CISO) mandate, cyber vision and strategy, providing technical and business advice, support and services to all City divisions, agencies and corporations.

To own the development and execution of the cyber awareness and training program and all associated campaigns and programs that may spin off from them.

To define, develop and support cyber awareness and training programs and initiatives, engaging with teams across the organization to build alignment on key projects and develop execution roadmaps.

### MAJOR RESPONSIBILITIES:

- Able to identify and quantify gaps in cybersecurity awareness and the related risks. To understand those risks and enlist executive support to address them.
- Able to develop, collect and translate cyber security metrics into a form of reporting that is relevant and understandable to a senior audience and aligns with and supports the assessment of cyber awareness performance and ultimately business risk.
- Familiar with cyber awareness and analytical frameworks (e.g NIST CSF). Able to describe cyber risk in terms that other lines of business understand.
- Develops and implements detailed cyber awareness and training plans and recommends cyber security policies/procedures regarding program specific requirements.
- Provides subject matter expertise and senior level strategic advice on cyber awareness and security issues affecting the organization, identifying potential exposures, and conducting reviews to ensure that undesirable effects are detected, mitigated and/or corrected.
- Communicates effectively to stakeholders, clients, project managers, and team.
- Maintains accurate reporting of key cyber awareness metrics and associated data and analytics.

- Builds and maintains strong relationships with internal and external stakeholders. Establishes relationships with strategic partners, collaborating on the advancement of cyber Awareness and training programs.
- Participates in meetings with executive leadership and strategic partners to review City's cyber security awareness posture.
- Maintains an up-to-date and in-depth knowledge of cyber security, emerging threats, trends, and associated techniques and technologies.

#### **QUALIFICATIONS/CERTIFICATIONS:**

- Post-secondary degree in Business or Technology or a related discipline.
- Extensive experience in Cyber Security, Information Security and awareness and training program delivery.
- Strong understanding of project management techniques and methods.
- Extensive experience in developing metrics ( KRIs, KPIs)
- Preferred Certifications (any in the list): CISSP, CRISC, CISM, ISO 27001
- Certification in Training and a Learning Consultant is desirable.

#### **SKILLS:**

- Ability to lead efficient communication between all project stakeholders, including internal teams and clients.
- Ability to achieve business objectives through influencing and effectively working with key stakeholders.
- Excellent written & verbal communication skills (comfortable & confident communicating at all levels including business partners, leadership and vendors).
- Excellent problem-solving skills with capability to identify solutions to unusual and complex problems.
- Keen attention to detail and strong organizational skills.
- Highly organized, proactive, self-motivated team player who takes initiative and is able to work independently.
- Ability to work in a fast-paced environment managing multiple priorities with proven time management skills.
- Strong analytical skills and ability to prioritise and multitask.
- Ability to prioritize and effectively manage competing priorities and projects.
- Ability to manage multiple initiatives while adhering to strict deadlines.
- Able to work extremely well under pressure while maintaining a high level of professionalism
- Self-motivated person with desire to go above and beyond tasks.
- Transferable skills, like communication and decision-making, are equally important.
- Experience in developing and executing phishing campaigns including: phishing email template design for varying complexity of content; familiarity with industry benchmarks for purposes of reporting click rates, repeat offenders as an example; experience with developing reporting dashboard for analytics on KPIs, KRIs and other indicators.

#### **GOOD TO HAVE:**

- Experience in Instructional Design, Development and Delivery on Technology-Based Learning is desirable.

- Experience with Learning Management Systems (LMS) and Learning Content Management Systems (LCMS) such as Saba, Docent, Coursemil, 360Learning, Moodle LMS, SumTotal is desirable.
- Experience using Cornerstone Enterprise Learning Management System is desirable.
- Experience with management and working with SCORM files and the Learning Management System is desirable.

### **ADDITIONAL COMMENTS/INFORMATION:**

A normal work week is 35 hours, however, unforeseen situation may require extended hours of work with little or no prior notice. In case of a cyber incident or breach, rotation shift, continuous extended hours may be required with little or no prior notice.

\*Subject to a police check, background check, psychological assessment and/or any other checks on a regular basis as the Office of the CISO handles highly sensitive and confidential information.

### **EQUITY, DIVERSITY AND INCLUSION**

The City is an equal opportunity employer, dedicated to creating a workplace culture of inclusiveness that reflects the diverse residents that we serve. Learn more about the City's commitment to employment equity.

### **ACCOMODATION**

The City of Toronto is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. Disability-related accommodation during the application process is available upon request. Learn more about the City's Hiring Policies and Accommodation Process.