



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA
JOB DESCRIPTION

POSITION TITLE: Manager, District Security Operations Center
JOB CODE: New
CLASSIFICATION: Exempt
PAY GRADE: 23
BARGAINING UNIT: BTU-TSP
REPORTS TO: Executive Director, Enterprise Risk and Emergency Preparedness
CONTRACT YEAR: Twelve Months

POSITION GOAL:

The Manager, District Security Operations Center (DSOC) will lead and set the strategic vision for Broward County Public Schools' centralized, 24 hour District Security Operations Center. The role will provide day-to-day staff direction and leadership for sensitive, real-time safety and security incident and emergency response. The DSOC Manager is responsible for monitoring the safety and security of students, employees, visitors and all District properties using technology and other means. This position will help support the establishment of DSOC operations as the incident management and communications hub for the school District.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Manager, District Security Operations Center (DSOC) shall carry out the essential performance responsibilities listed below.

- Develop and manage the strategic vision of the District Security Operations Center (DSOC) and be responsible for the day-to-day direction and performance management of assigned staff.
- Use technology to monitor, detect, analyze and alert relevant internal and external stakeholders regarding threats to the District and the community.
- Manage a team responsible for triaging incident reports and disseminating them to relevant stakeholders as defined.
- Coordinate with relevant District teams, including Transportation, IT, Facilities, Special Investigations Unit (SIU), Environmental Health & Safety (EHS), Fire, Safety & Security, and others as appropriate to remedy or respond to reported issues.
- Provide coaching and mentoring to team members, recommend training as appropriate, and provide guidance and direction to staff related to career planning.
- Provide excellent customer service to all internal and external contacts by telephone, email and other communications mediums.
- Manage the District's mass notification platforms, including suspicious incidents or reporting of threats.
- Distribute mass communications, as appropriate, to inform District staff and the community of relevant issues. Coordinate with relevant communications staff, including the District Public Information Office, as appropriate.
- Work directly with the Safety, Security & Emergency Preparedness Training team to ensure an adequate training program is developed for DSOC staff.
- Manage relevant short and long-term projects to improve the success of the DSOC operations.
- Ensure compliance with relevant District and District Security Operations Center requirements and procedures.
- Develop performance management metrics and standards to measure the efficiency and effectiveness of DSOC staff.
- Manage, compile and review budget requests for the DSOC program with the immediate supervisor, ensuring spending within budget and effective projection of future budget needs.
- Work collaboratively with minimal supervision as part of a multi-disciplinary team.
- Assist District personnel and community public safety partners to improve the reporting and investigation of threats.
- Support the Division's approach to evaluating and responding to potential threats relating to violence by initiating data and event analysis, gathering, interpreting, organizing and prioritizing open multi-source information and communicating the findings in a timely manner.

- Use computer applications to track and analyze ongoing events and, as appropriate, assist SIU and other law enforcement agencies investigating threats or acts of violence, which could affect the Broward County Schools community.
- Perform open-source and sensitive source research as appropriate.
- Perform and promote all activities in compliance with the equal employment and non-discrimination policies of The School Board of Broward County, Florida.
- Participate in training programs offered to enhance the individual skills and proficiency related to job responsibilities.
- Review current developments, literature and technical sources of information related to job responsibilities.
- Ensure adherence to safety rules and procedures.
- Follow federal and state laws, as well as School Board policies.
- Perform other duties as assigned by the immediate supervisor, or designee.

MINIMUM QUALIFICATIONS & EXPERIENCE:

- An earned high school diploma.
- A minimum of six (6) years, within the last ten (10) years, of experience working in a security operations center environment in the private or public sector or other related experience.
- Prior experience supervising personnel.
- Prior experience monitoring security events and/or responding to critical security incidents.
- Demonstrated understanding of open-source research techniques and strategies.
- Excellent verbal, written and interpersonal communication skills, including the ability to write reports and communicate effectively under deadlines and in stressful situations.
- Demonstrated understanding of security controls and best practices to secure varying platforms.
- Experience working with security technology including Video Management Systems, Access Control Systems and Alarm Monitoring Systems.
- Computer skills as required for the position.

SPECIAL REQUIREMENTS

Must successfully pass a comprehensive background assessment, which includes a criminal history check, drug screen, fingerprinting, reference checks and other screening for access to security sensitive information. Incumbent shall be subject to specialized training, background reviews and confidentiality and compliance requirements as outlined by the Chief - Safety, Security, & Emergency Preparedness and other agency user agreements so as to fulfill the duties of the position. The incumbent is considered "essential personnel" subject to being held over or called back to a District work location or alternate site at all times. Incumbent may be assigned to the other operational support venues as deemed necessary by department leadership. Position shall be exposed to confidential, restricted and highly sensitive information requiring the utmost discretion and compliance with all administrative rules, directives, policies, procedures, regulations and statutes governing its distribution. The position requires compliance with all District policies, regulations and statutes relating to privacy including the Family Educational Rights and Privacy Act (FERPA).

PREFERRED QUALIFICATIONS & EXPERIENCE:

- An earned bachelor's degree from an accredited educational institution in a field related to the role.
- Prior experience directing teams, tracking and managing concurrent events and/or incidents at multiple locations.
- Prior experience working in a police dispatch center, law enforcement fusion center, military tactical operations center or similar environment.
- Prior experience developing operations manuals and guidelines to improve operational efficiency and effectiveness of a team.
- Bilingual skills.
- Demonstrated experience in a large, complex, and diverse environment with successful outcomes.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Frequently interacts with district staff, public safety personnel and school employees within different departments. Regularly meets with District and school administrators, safety and security personnel, law enforcement and other governmental agencies on the federal, state, and local levels.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or up to 10 pounds of force as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Approved:

Board Adopted:

DRAFT