



# AGENDA REQUEST FORM

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA

ITEM No.:  
**CC-4.**

MEETING DATE	2019-07-23 10:05 - Regular School Board Meeting
AGENDA ITEM	ITEMS
CATEGORY	CC. BOARD POLICIES
DEPARTMENT	Compensation (Human Resources)

Special Order Request <input type="radio"/> Yes <input checked="" type="radio"/> No
Time
Open Agenda <input checked="" type="radio"/> Yes <input type="radio"/> No

**TITLE:**

Proposed New Job Description for the Manager, District Security Operations Center Position

**REQUESTED ACTION:**

Adopt the Proposed New Job Description for the Manager, District Security Operations Center position. This is the Final Reading.

**SUMMARY EXPLANATION AND BACKGROUND:**

The job description for the Manager, District Security Operations Center position has been created in support of the Division of Safety, Security & Emergency Preparedness. The job description was publicized for rule adoption in compliance with Florida Statutes on May 23, 2019. See attached Executive Summary.  
Copies of all supporting documents are available at the Board Members' Office on the 14th floor of the K.C. Wright Administration Center.

**SCHOOL BOARD GOALS:**

Goal 1: High Quality Instruction  Goal 2: Continuous Improvement  Goal 3: Effective Communication

**FINANCIAL IMPACT:**

There is no financial impact associated with this item. See the Executive Summary for additional information on the expense associated with staffing this position.

**EXHIBITS: (List)**

(1) Executive Summary (2) Job Description (3) Memo to Revise

**BOARD ACTION:**  
**ADOPTED**  
(For Official School Board Records Office Only)

<b>SOURCE OF ADDITIONAL INFORMATION:</b>	
Name: Rose M. Hall	Phone: 754-321-0144
Name: Brian Katz	Phone: 754-321-2655

**THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA**

Senior Leader & Title  
Alan Strauss - Chief Human Resources & Equity Officer

Signature  
*Alan I. Strauss*  
7/18/2019, 12:04:55 PM

Approved In Open Board Meeting On:  
By:

**JUL 23 2019**  
*Heather P. Burkhardt*  
School Board Chair

**THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA**  
**OFFICE OF THE SUPERINTENDENT**  
**ROBERT W. RUNCIE**  
**SUPERINTENDENT OF SCHOOLS**

July 17, 2019

TO: School Board Members

FROM: Alan Strauss *AS*  
Chief Human Resources & Equity Officer

VIA: Robert W. Runcie *Robert Runcie*  
Superintendent of Schools *Jim*

SUBJECT: **Revision to Item # CC-4, Proposed New Job Description for the Manager, District Security Operations Center, for the July 23, 2019 Regular School Board Meeting**

Attached is a revision for Item # CC-4, Proposed New Job Description for the Manager, District Security Operations Center, for the July 23, 2019 Regular School Board Meeting.

On Page 2 of the job description, under section titled Special Requirements, the following text has been edited and moved to section titled Essential Performance Responsibilities. For consistency of formatting, the text has been revised and bulleted under the section titled Essential Performance Responsibilities. Text is as follows:

~~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).

RWR/AS:im  
Attachments

c: Senior Leadership Team

Exhibit 1

School Board Agenda Item

July 23, 2019

**Executive Summary**

Proposed **New** Job Description for the Manager, District Security Operations Center Position

**Background:** This item is being recommended for School Board **adoption** to meet requirements for new job description.

**Position Title:** Manager, District Security Operations Center

**Division/Department:** **Safety, Security & Emergency Preparedness**

**Pay Grade:** 23 **Range:** \$61,743 - \$88,412

**Salary Schedule:** **BTU-TSP Salary Schedule**

**Recommended Policy Status:** Non-Chart Job Description – **Final** Reading

**Rationale:** The job description for the Manager, District Security Operations Center has been created in support of the Division of Safety, Security & Emergency Preparedness. This is a critical position that is responsible for leading and setting the strategic vision for Broward County Public Schools' centralized, 24 hour District Security Operations Center. This role will provide day-to-day staff direction and leadership for sensitive, real-time safety and security incident and emergency response.

The job description defines the performance responsibilities and the minimum education and experience required to perform successfully in the job. An evaluation of the job description was conducted to determine the pay grade assignment of 23 on the BTU-TSP salary structure. There is one Board approved position associated with this job description.

As part of the process to create and edit job descriptions, Compensation provides the designated Bargaining Unit or Meet and Confer Representative with a copy of the new or revised job description prior to the First Reading. Any feedback received from the Representative is reviewed for consideration and, where applicable, incorporated as part of the job description. The Representative for BTU-TSP was provided a copy of the job description via e-mail on May 30, 2019. Additional feedback was not received prior to submission of this document for approval.

**Cost:** The salary range associated with staffing this position ranges from \$80,953 to \$112,364, which reflects the salary range minimum and maximum values and fringe expense (17.78% variable + \$8,232 fixed). Note that actual incumbent salary will be determined at time of placement, upon approval of the School Board, and will reflect the candidate's job qualifications, the Employment & Salary Administration Handbook provisions, and pay analysis conducted by Human Resources. This position is funded through the General Fund Balance.

**Note:** The salary range has been revised due to the recent approval of the 2018 – 2019 Salary Schedule for BTU-TSP.



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

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**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.
- Participate in specialized training, background reviews, and fulfill confidentiality and compliance requirements as outlined by the Chief – Safety, Security and Emergency Preparedness and other agency user agreements.
- Serve as "essential personnel" subject to being held over or called back to a District work location or alternate site at all times.
- Assist other operational support venues as deemed necessary by department leadership.
- Exercise discretion when handling confidential, restricted and highly sensitive information. Comply with all administrative rules, directives, policies, procedures, regulations and statutes governing the distribution of confidential information.
- 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: