



IT & Security Assistant Director

At Multi-Service Center (MSC), we believe that equity, connection, diversity, integrity, and belonging make us a stronger team to achieve our goals. Our mission is to uplift communities by increasing equitable access to advocacy, opportunities, and well-being. By joining MSC, you too, can be part of the team that works to empower individuals and help create thriving communities. If you are looking for something that contributes to your sense of purpose and impacts our local community, then you will want to know more about us, our values and culture, and our opportunity.

Multi-Service Center's **IT & Security Assistant Director** provides technical and security support to the IT Director and MSC staff across multiple locations and remote environments. This role ensures the integrity, confidentiality, and availability of organizational systems while providing hands-on support to employees and maintaining compliance with security best practices. This role also acts as a backup to the leadership role in the I.T. Department.

Status, Schedule, Location:

- Non-Exempt, Regular, part-time (20 hours) This position is not eligible for benefits. Sick time is 1 hour per 40 hours worked and vacation and holidays pay prorated to the number of hours worked.
- Schedule can be arranged as 2 full days and one-half day M-F. HYBRID AFTER TRAINING IS COMPLETED.
- Federal Way Headquarters: 1200 S 336th St, Federal Way, WA, 98003. This position also travels to other MSC locations in King County.

Overview of Responsibilities:

Essential Duties and Responsibilities:

- Network Security and Technical Support.
- Monitor the organization's network for security breaches and respond promptly to incidents.
- Maintain system security by testing firewalls, implementing patches, and updating protocols.
- Manage and analyze user activities, audit logs, and authentication methods using tools like Microsoft Entra Admin Center.
- Identify vulnerabilities and enhance system resilience through proactive measures.

- Administer and troubleshoot Microsoft Office 365 and Sophos Central Management systems.
- Conduct technical assessments, including malware analysis and incident response.
- Create and deliver security awareness training for staff.

System Maintenance and Development:

- Deploy and maintain security systems and software.
- Develop and enforce system security policies and procedures.
- Maintain and update MSC's intranet on SharePoint.
- Keep equipment inventory up to date, including telecommunications, printers, and mobile devices.

Collaboration and Communication:

- Coordinate with other departments to ensure security protocols are understood and followed.
- Provide high-level support and guidance to employees regarding IT and cybersecurity.
- Prepare reports and communicate findings to management.

Additional Responsibilities:

- Travel to regional MSC offices and attend program meetings as required.
- Perform record-keeping duties and maintain confidentiality.
- Other duties as assigned by management. In the absence of the IT Director the following duties must be filled out.

Requirements

- A High School Diploma is required.
- Bachelor's degree in computer science, Information Assurance, Cybersecurity, or equivalent experience preferred.
- Minimum two years of experience in security-related roles.
- Certification or proof of training in Office 365 Admin Centers and Microsoft System Security preferred.
- Valid driver's license and auto insurance required.
- Technical expertise in network security, firewalls, intrusion detection systems, and encryption.
- Familiarity with risk assessment, vulnerability scanning, and penetration testing.
- Knowledge and experience with developing and using security incident planning\response methodologies.
- Proficiency in developing and conducting security awareness training.
- Ability to research emerging security threats, recommend solutions, and develop coherent vulnerability management policies, processes, and procedures.

- Proficiency with telecommunications technologies and telecommunication providers\ISPs.
- Proficient in Microsoft Azure AD\Office365 Admin\Security\Compliance Centers including SharePoint management.
- Proficient in Microsoft desktop and server operating system deployment, operation, management.
- Experience and proficiency in DNS, DHCP, and on-premise Active Directory and Group Policy.
- Knowledge and experience with a wide range security controls & control testing across multiple technologies and processes, identity and access management, and implementation of industry standard information security and regulatory frameworks (e.g. IS27001/2, NIST-800, CIS, SOC2, SOX ITGCs, CCPA, GDPR)
- Expertise with networking protocols, configurations & standards, IP routing\switching, network segmentation\VLANs, IP telephony, and network design and documentation. VoIP QoS and tagging skills are a plus.
- Strong team collaboration and multitasking skills.
- Ability to prioritize tasks and maintain organization in a dynamic environment.
- High attention to detail with independent problem-solving abilities.
- Excellent customer service skills and professionalism under pressure.

Wage/Salary Range:

- Salary Grade 20: **MIN \$46.29 - MID \$52.16** MAX \$ 59.366
- The ranges shown should be used as an estimate and are affected by many factors, including the critical need of the position, your overall experience and qualifications, and other considerations.
- **At the moment of hire, the salary will be determined based on your qualifications and experience, with consideration given to a range extending from the minimum to the midpoint.**

Join our mission!

To apply, please send your resume and cover letter to jobs@mschelps.org

No phone calls, please.

Multi-Service Center is committed to creating a diverse and inclusive environment. MSC is proud to be an Equal Opportunity Employer. MSC welcomes all qualified applicants and will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.