



POSITION DESCRIPTION

Position Information

JOB TITLE: Systems Administrator & Security Manager

GRADE: E7

REPORTS TO: VP of Digital Innovation

HRS WKD PER WEEK: Full-time

Location Information

Division (s):

- Ministry Support
- Resource Development
- Publishing
- Outreach
- Ministry Services
- IT
- Office of the President
- Communications
- Human Resources
- Marketing & Sales
- Other _____

Geographic Location (s):

- Colorado Springs
 - Miami
 - Other US location
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Department: IT

Department Number: 172

Effective Date:

Status: New
 Revised

POSITION DESCRIPTION

Systems Administrator & Security Manager

Purpose

The Systems Administrator & Security Manager is responsible for overseeing and managing Biblica's infrastructure, both on-premise and cloud. This position will have a broad range of responsibilities related to Biblica's infrastructure including managing on-premise servers, AWS infrastructure, networking, wireless infrastructure, phones, tenant support, firewall, and backups. Additionally, this position will be primarily responsible for Biblica's cybersecurity, ensuring security best-practices are maintained, and proactively monitoring and responding to cybersecurity threats (both physical and virtual). Lastly, this will be the primary IT liaison for audits & compliance, ensuring all IT functions are up to standards for financial audits and compliance needs.

I. Primary Job Functions:

This position will serve Biblica in the following areas:

1. Systems Administrator
 - a. Provide support for Biblica's on-premise server infrastructure, managing both VMWare and Hyper-V servers. Work closely with Biblica's outsource IT firm on management of this infrastructure.
 - b. Provide expertise and management of Biblica's Amazon Web Services (AWS) infrastructure. Monitor usage of correct EC2 instance types, auto-scale usage, as well as best-practices for RDS, S3, CloudWatch, and the like. Responsible for understanding scope of Biblica's use of AWS, implementing best practices, and moving Biblica forward in its use of AWS. Biblica's primary expert on all things AWS.
 - c. Manage all patch schedules for Biblica servers (Windows & Linux); ensure systems are appropriately patched.
2. Infrastructure Support
 - a. Manage Biblica's network infrastructure, including firewall and network switches. Manage and maintain IP infrastructure, subnets, DMZ.
 - b. Manage Biblica's wireless network, including ensuring proper configuration of wireless network, and troubleshooting issues as they arise.
 - c. Manage Biblica's phone system hardware and patching.
3. Cybersecurity
 - a. This position should wake up every day worrying about what cyber threats may be attacking Biblica. This role is the primary person responsible for ensuring Biblica does not experience any cybersecurity breaches.
 - b. Responsible for implementing & maintained security best-practices, including (but not limited to): strong passwords, MFA, limited access for admins, VPN, firewall security, AWS security groups and security best practices, IDS, and more.
 - c. Responsible for monitoring logging on all servers, firewalls, and systems. Manage & maintain Biblica's SIEM solution to detect potential breaches.
 - d. Maintain the security of Biblica's Intellectual Property by monitoring access levels to key systems (including Box.com, Paratext, and Digital Toolbox).
 - e. Daily stay abreast of cybersecurity industry news, and monitor industry channels for high-priority breaches and issues that may threaten Biblica. Respond as needed.
 - f. Provide education to staff about physical security and monitor potential weaknesses that need to be mitigated. This applies both locally in Colorado Springs and to global offices.

- g. Where appropriate, immediately raise to the awareness of the Vice President of Digital Innovation any potential threats or high-priority information security risks that need to be brought to the attention of Biblica's leadership.
- 4. Auditing & Compliance
 - a. Serve as the primary liaison to Finance auditors and insurance requests for information.
 - b. Stay abreast of compliance needs that are applicable to Biblica and ensure IT compliance with all requirements.
 - c. Determine other industry compliance benchmarks that Biblica should maintain, and implement appropriate solutions
 - d. Ensure best-practices for PCI-DSS and handling of credit card, social security numbers, and other sensitive information, by donor services, licensing/royalties, HR and Finance departments.
- 5. Tenant Liaison
 - a. Work with Facilities to support Biblica's tenants as-needed, helping to provide network access and demarc access needed for internet/phone installation. Ensure all access is looked at through cybersecurity lens.
- 6. Monitoring
 - a. Monitor all of Biblica's networks, both on-premise and at AWS, using PRTG and other monitoring tools (as needed). Also monitor SaaS solutions wherever possible (Box.com, NeonCRM, Office 365, and more).
 - b. Serve as the first line of defense in raising awareness and troubleshooting when monitoring alerts arise. Coordinate with teams as needed to resolve issues.
 - c. Able to provide after-hours monitoring and respond to emergency notifications outside of normal business hours.
- 7. Backups
 - a. Monitor Biblica's backups and keep a wholistic view of all Biblica's backup solutions. Ensure that all systems have sufficient backups, according to industry best-practices and compliance requirements.
 - b. Perform regular tests of backups and simulated restores.
 - c. Ensure that Biblica has robust, well documented, and tested disaster recovery and business continuity plans, including on-premise and AWS.
- 8. Personal Development
 - a. Continue to pursue certifications and attend industry tradeshows and conferences to keep up with the fast pace of technological innovation.
 - b. Keep a daily pulse on industry news, especially related to security.
 - c. Stay current with technology trends and solutions, including new AWS product launches, cybersecurity tools and solutions, and information security resources.

II. Performance Expectations

When this role is successful, Biblica's IT infrastructure will be a smooth-running machine with no known outages, downtime or security issues. The AWS infrastructure will be using best-practices, and all the right tools for the job. The right things will be hosted on-premise, at AWS, or through SaaS products.

1. Leadership
 - a. Be seen as a leader within the IT group based on extensive knowledge of IT infrastructure and cybersecurity. Encourage positive collaboration with IT teams, and positive, customer-oriented solutions.
 - b. Maintaining strict confidentiality as access may be gained (or available) to proprietary and confidential business information. Pay special care to the access that is available to IT leadership. Maintain discretion.
2. Best Practices
 - a. Ensure Biblica is following industry best-practices across entire scope of infrastructure and security, and all layers of the stack that are under this role's purview. Make recommendations where improvements could be made to meet or exceed industry best-practices.
 - b. Leave no room for gaps in Biblica's security, backup policies, usage of technology solutions, or compliance with audits.
3. Monitoring & Response
 - a. Work tirelessly to ensure that any potential breach to Biblica's systems is prevented or mitigated, and that all proper monitoring (both proactive and reactive) is in-place and properly reviewed.
 - b. Proactively monitor all of Biblica's systems to ensure timely and efficient response to any potential outages, in order to minimize downtime.

III. Reporting Relationships

This position reports to the Vice President of Digital Innovation

IV. Resource Responsibilities

Purchase commitment authority of up to \$5,000.

V. Qualification and Competencies

1. Strong personal commitment to Christ and Biblica's Purpose, Mission Statement and Statement of Faith
2. Adhere to Biblica's core values
3. Four-year Bachelor's Degree from an accredited college or university required, preferably in Information Systems, Computer Science, Mathematics, Engineering or related fields.
4. Certifications in related fields a plus.
5. 7-10 years' experience required in systems administration, server administration, and small business IT systems management, in both Windows and Linux server environments.
6. 7-10 years' experience in Network Administration, firewall management, network hardware and security, virtualization, client/server technology, DNS, DHCP, LAN/WAN, VOIP.
7. Experience with Watchguard Firewalls a plus.
8. Experience with Ubiquiti Unify Wireless AP's a plus.
9. At least 5 years' experience with Amazon AWS required. Wide-ranging understanding of AWS's solutions and products a must, including the ability to evaluate a particular AWS product in how it might meet a particular business need.
10. At least 5 years' experience in cybersecurity, information security, and security best-practices. Passionate about cybersecurity. Understanding of both whitehat and blackhat hacking techniques. Understanding of cyber espionage techniques.

11. Previous experience with audits & compliance, including familiarity and understanding of PCI-DSS, SOC 1, SOC 2, ISO 27001, and similar certifications (*Note that Biblica is not required to comply with these certifications, but we look to them for guidelines*).
12. Experience with Dell rack and blade servers, as well as EqualLogic SAN solutions.
13. Experience with HP switches.
14. Knowledge of Veeam backup solutions required, or at least similar competitors to Veeam. Strong understanding of backup methodologies and solutions including AWS backup solutions, tape backups, NAS, and backup and archival best-practices.
15. Experience with Microsoft windows and Linux server configuration, installation, maintenance, support and troubleshooting. Understanding of TCP/IP, networks supporting VOIP telephony. Experience in all 7 layers of the OSI model.
16. Passionate about technology, both personally and professionally. Continuous learner,
17. Innovator, able to think outside the box when it comes to technology solutions. Able to find new solutions to problems presented.
18. Strong orientation toward Cloud and SaaS solutions. Although Biblica has a robust internal infrastructure, our desire is to move as much to AWS and SaaS as possible—this person should feel strongly the same way and desire to keep a best-of-breed architecture in the cloud and in collaboration with best-of-breed SaaS providers. (In other words, not overly committed to heavy on-site or private CoLo infrastructure).
19. A mindset that is up-to-date and nimble in its thinking regarding technology solutions. Excited about the “next big thing” but also not caught up in flavor-of-the-month solutions. Able to make sound recommendations to leadership for change.
20. Ability to troubleshoot, architect and apply creative, robust, extensible and easily maintainable solutions at a rapid pace.
21. Excellent problem solving and analytical skill with the ability to develop creative, efficient and cost-effective solutions
22. Well-organized and demonstrated capacity to balance multiple priorities
23. Strong written and verbal communication skills

VI. **Physical Demands and Work Environment:**

Some travel required, around 10% to attend industry conferences & seminars. Potential visits to Biblica area offices.

Due to the nature of IT systems administration, some off-hours support will be required. This position will need to be on call and available outside of Biblica normal business hours, particularly to respond to emergency alerts when systems are down. May be required to come on-site or troubleshoot remotely outside of normal business hours.

The above job description is intended to describe the general nature and level of work being performed by staff assigned to this position. It is not intended to be all-inclusive as other duties as assigned are to be completed.