



Security Operations Center (SOC) – Program Manager

Job # 85610 Schedule: full time, 3 – year term; potential for ongoing employment

The Stanford University Department of Public Safety is currently accepting applications for the position of Security Operations Center (SOC).

Interested candidates should apply online at <http://stanfordcareers.stanford.edu> Job search: Security Operations Center, Job # 85610

For additional information please visit our department website at <https://police.stanford.edu> or e-mail Recruiter Robert Contreras at robertc2@stanford.edu

Stanford Deputy Sheriff's take pride in serving the community of Stanford University – one of the most prestigious universities in the world. We invite you to join us!

Security Operations Center (SOC) - Program Manager



[Department of Public Safety, Stanford, California, United States](#)



Project Management



Dec 05, 2019



85610

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Note: The job duties listed are typical examples of work performed by positions in this job classification and are not designed to contain or be interpreted as a comprehensive inventory of all duties, tasks, and responsibilities. Specific duties and responsibilities may vary depending on department or program needs without changing the general nature and scope of the job or level of responsibility. Employees may also perform other duties as assigned.

JOB PURPOSE:

Managing risk during a critical incident or emergency requires effectively gathering and evaluating information, determining what information to disseminate, and then sending information in a way that is timely and useful to the recipients. Using the university's existing emergency notification system, the Security Operations Center (SOC) Program Manager will be responsible for ensuring that the campus community receives critical alert information during emergencies or when crimes have been committed. The incumbent will evaluate the current status of the university's emergency notification system, including an outdoor warning system, to determine ways to enhance information dissemination. Additionally, this position will focus on creating new and sustainable capabilities to aggregate and channel information via operationally efficient means. A key project will be the development, implementation and management of a Security Operations Center within the Department of Public Safety (and potentially within a university Emergency Operations Center). This responsibility will require taking the project from concept through final implementation and facilitating key partnerships and technology interfaces to deliver core program capabilities.

CORE DUTIES:

- In conjunction with other DPS personnel, the Security Operations Center Program Manager will be responsible for implementing the Incident Command System during large scale and/or high profile special events and critical incidents with a specific focus on developing situational awareness and disseminating information.
- Evaluate programs or functions, policies and procedures. Identify issues, and develop alternative solutions which may include changes to programs, policies and procedures.
- Review and analyze trends to advise and develop recommendations to achieve or modify the goals of the program or function.
- Represent the program or function within the department, unit or school. Commit resources and provide information and/or training. Represent the program or function at the university level and/or to external/internal stakeholders and constituencies.
- Provide direction and support to a project team in whatever capacity is necessary: project-based needs, technical, or interpersonal needs; motivate team members and manage project team dynamics; act as liaison, problem solver and facilitator.
- Develop and help execute comprehensive change management strategy and communication plan relative to project scope and stakeholders on a focused project; actively manage resistance to change.
- Lead the planning and operations for programs or functions that have significant business, regulatory and/or technical challenges requiring subject matter expertise.
- Manage and contribute to the development of outreach strategy that may include relationship development, communications and compliance.
- Assess training needs and may develop associated training.
- May direct and/or supervise staff.
- Perform the full range of project management cycle: initiating, planning, executing, monitoring and controlling, and closing. Lead projects requiring functional integration. Complete sub-project and/or stand-alone elements (or a contained project such as construction project).
- Direct development of an action plan, and estimate requirements for resources, including management, labor, materials, and time required to complete project. This includes defining project tasks and negotiating resource commitments, ensuring all project participants are aligned with the project goals and understand the criteria for success.
- Develop and help execute comprehensive change management strategy and communication plan relative to project scope and stakeholders on a focused project; actively manage resistance to change.
- This position plays a key role in the special events response efforts. These responsibilities may require the incumbent to work nights and weekends, sometimes with little advanced notice.

- All benefits-eligible members of the Stanford Department of Public Safety are considered essential (or required) university personnel for purposes of managing emergencies and critical incidents impacting significant portions of the campus. As such, all benefits-eligible DPS personnel are expected to respond to campus during a major emergency.

Responsibilities

- Manage the university's AlertSU system
 - o Maintain AlertSU system functionality, in coordination with campus partners such as University IT and the Office of Emergency Management, to provide community notifications in accordance with federal law and established best-practices.
 - o Maintain recipient data and authorized user accounts, create and edit message templates, create and monitor segmented campus user groups.
 - o Provide regular training, troubleshooting assistance, and general support to all DPS AlertSU shifts and all campus user groups.
 - o Coordinate and assist with troubleshooting of the system and associated assets such as the outdoor alarm sirens.
 - o Facilitate vendor communications and system upgrades with Everbridge, integration efforts, and related projects to ensure the system meets university needs at the main campus and all participating locations, globally.
 - o Coordinate and maintain procedures for the activation of the Situation Triage and Assessment Team (STAT)
- Refine communications practices for the DPS DOC and connectivity with the Stanford University EOC, with consideration for contingencies and continuity.
- Create additional interoperability capabilities for local agencies, university responders, or outside resources through SOC programs.
- Partner closely with the Stanford University Office of Emergency Management and other university entities for response planning, as well as with DPS logistics for resource/equipment planning.
- Develop a detailed, multi-year, phased development plan for the SOC, including:
 - o Physical space planning, including back-up or fail-over facilities/capabilities to ensure continuity of operations.
 - o Digital and telephonic communications to integrate the SOC into current SU incident response plans, leveraging technology to increase and centralize situational awareness.
 - o A growing program for event-based video monitoring and review.
 - o Develop risk assessment and social media monitoring capabilities for event planning and event operations, in coordination with DPS Threat Assessment and Management Team representatives and local agency liaisons.
 - o Existing campus lockdown and access control programs.

- o A management and reporting structure to facilitate the inclusion of diverse sources of information and staff assignments, including growth planning and projections.
- Develop policies and procedures to standardize and support operations, in strict observance of federal, state, and local laws, the MOU with the Santa Clara County Sheriff's Office, and additional jurisdictional considerations, while also being mindful of the needs of university touchpoints and department/school clients.
- Work with vendors to seek out technology solutions, develop contracts, implement programs, and manage upgrades.
- Coordinate with DPS IT as well as University IT for data storage and management, connectivity, and ongoing integration.
- Team with or lead university and local partners, in coordination with DPS Training, Logistics, and Command, to develop joint response training and exercises.

MINIMUM REQUIREMENTS:

Education & Experience:

Bachelor's degree in a related field and three to five years relevant experience or a combination of education and experience. Experience in management of projects of moderate size/complexity with limited performance risk, including project planning, scheduling, tracking, and budgeting, or combination of education and relevant experience. Prior experience developing and implementing and overseeing a Security Operations Center is preferred.

Knowledge, Skills and Abilities:

- Demonstrated ability to establish priorities, manage shifting priorities, and handle numerous time-sensitive projects with multiple deadlines.
- Ability to accomplish goals working through formal and informal channels, with diplomacy and tactfulness.
- Ability to productively engage and influence cross-functional teams.
- Demonstrated creativity, problem solving, critical analysis, initiative, judgment and, decision-making skills.
- Demonstrated solid planning and organizational skills.
- Demonstrated experience working independently and as part of a team.
- Ability to direct the work of others.
- Polished written and oral communication skills to address a wide variety of audiences.
- Demonstrated project management ability to employ integration, scope time management, cost, quality, human resources, communications, risk, and procurement components.

- Demonstrated resilience, diplomacy, influence, relationship building, and problem solving skills in a variety of situations.
- Depth of knowledge in technical discipline/domain needed to deliver projects.
- Ability to use sound judgment and independence in determining priorities.
- Ability to handle sensitive issues with tact and maintain confidentiality.
- Advanced knowledge of and experience with office software including Excel, Word, and PowerPoint, and email applications.
- Friendly, engaging and courteous demeanor; excellent customer service and interpersonal skills.
- Desire to learn, accept and promote the Department's Core Values.
- An understanding of large university operations, including emergency response operations, is preferred.
- Experience with the Clery Act, preferred.
- Possess and maintain a valid CA driver's license.

Certifications and Licenses:

None

PHYSICAL REQUIREMENTS*:

- Frequently sit, perform desk based computer tasks, grasp lightly/fine manipulation and lift/carry/push/pull objects that weigh up to 10 pounds.
- Occasionally stand/walk, write by hand, twist/bend/stoop/squat and lift/carry/push/pull objects that weigh up to 20 pounds.
- Rarely use a telephone, kneel, crawl, climb ladders, reach/work above shoulder, grasp forcefully.

* - Consistent with its obligations under the law, the University will provide reasonable accommodation to any employee with a disability who requires accommodation to perform the essential functions of the job.

WORKING CONDITIONS:

- Evening, weekend work and shift work will be required.
- Ability to respond to schedule adjustments, sometimes with little advanced notice.
- Willingness to carry a department issue communication device (mobile phone) and consistently answer calls.
- Ability to respond to campus in a timely manner in the event of an emergency.
- May be exposed to extreme hot and cold temperatures, be exposed to high voltage electricity, radiation or electromagnetic fields, lasers, noise > 80dB TWA, allergens/biohazards/chemicals /asbestos, or heavy metals or work on roofs at heights greater than 10 ft.
- Travel locally and cross-university.

WORK STANDARDS:

- When conducting university business, must comply with the California Vehicle Code and Stanford University driving requirements.
- Interpersonal Skills: Demonstrates the ability to work well with Stanford colleagues and clients and with external organizations.
- Promote Culture of Safety: Demonstrates commitment to personal responsibility and value for safety; communicates safety concerns; uses and promotes safe behaviors based on training and lessons learned.
- Subject to and expected to comply with all applicable University policies and procedures, including but not limited to the personnel policies and other policies found in the University's Administrative Guide, <http://adminguide.stanford.edu>.

Special Requirements

- Applicant must pass a detailed police background investigation including a search of local, state, and national files for criminal history.
- Must be able and willing to respond to and work large-scale special events as well as unplanned critical incidents, sometimes with little advance notice.
- All personnel working for the department are responsible for providing public safety services to the community. Personnel will be trained to perform duties outside their normal day-to-day responsibilities, in order to support department and university operations.

Selection Process (specific order of the process is subject to change)

- Application
- Personal History Questionnaire (PHQ)
- Interview with Department personnel
- Extensive police background investigation
- Personal Interview with the Director of Public Safety

* Stanford Department of Public Safety does not pay the candidate for travel expenses associated with testing / interviewing, unless otherwise indicated by the department at the time of call for interview.

* Stanford is an equal opportunity employer and all qualified applicants will receive consideration without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status, or any other characteristic protected by law.

Additional Information

- Schedule: Full-time

- Job Code: 2393
- Employee Status: Fixed-Term
- Grade: J
- Department URL: <http://police.stanford.edu/>
- Requisition ID: 85610