

COMMONWEALTH OF MASSACHUSETTS

CITY OF LOWELL

In City Council

ORDINANCE

An Ordinance creating one (1) new full-time position entitled Cyber Security Administrator and establishing the salary therefor in the Management Information Systems (MIS) Department.

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The City Council, by virtue of Massachusetts General Laws, Chapter 43, Section 105, has the authority to create and/or delete positions.

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF LOWELL, as follows:

The Code of Ordinances City of Lowell, Massachusetts, hereinafter called the "Code" adopted by the City Council on December 23, 2008, as amended, is hereby amended as follows:

1. In accordance with Chapter 43, Section 105 Mass. General Laws, the following position and salary is created in the Lowell Regional Water and Wastewater Utilities, effective upon passage:

One (1) Full Time Cyber Security Administrator  
(DH04)  
\$70,247.32 (min) to \$82,453.28 (max) yearly  
(35 hours per week)

2. All provisions of the Code of the City of Lowell, as amended, which are not inconsistent with this Ordinance shall continue in effect, but all provisions of said Code inconsistent herewith are repealed.

3. This Ordinance shall take effect upon its passage in accordance with the provisions of Chapter 43 and 40A of the General Laws of the Commonwealth of Massachusetts.

APPROVED AS TO FORM:




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Christine P. O'Connor  
City Solicitor

## Job Description

*Cyber*  
**Job Title:** Security Administrator  
**Department:** Management Information Systems (MIS)  
**Reports To:** Chief Information Officer, other designated employees of the MIS dept.

 *Ondine BH04*  
*\$ 70,247.32 - 82,453.28*

**SUMMARY** – The Security Administrator will lead the efforts to secure and protect the City’s systems and data from unauthorized access/ modification/ destruction, and will be responsible for implementing/ administering/ monitoring the City’s security solutions. This detail-oriented incumbent will responsible for desktop, mobile, and network security, monitoring network activity, troubleshooting network access, delivering staff training, and ensuring best practices are followed throughout the City.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** - In order to perform this job successfully, the candidate must be able to perform each essential duty and responsibility satisfactorily. Other duties and responsibilities may be assigned.

- Serve as a “Tier II” escalation point for problems and inquiries.
- Under supervision, install, configure, maintain, upgrade and troubleshoot applications, network connectivity, hardware, and operating systems as necessary to maintain operational readiness and prevent cyber security incidents.
- Interact with the City’s various on premise/ cloud hosted/ hybrid systems, and with a variety of 3<sup>rd</sup> party systems which will interact with the City’s various systems.
- Monitor, review and analyze log files and other security tools to report any unusual or suspect activities, including potential incidents, network intrusions, malware events, etc.
- Manage and maintain access control systems.
- Recommend implementation of controls and configurations aligned with security policies and legal, regulatory and audit requirements.
- Assess existing security posture and recommend areas of continuous improvement.
- Research emerging trends, threats, and vulnerabilities to aid in the identification of network incidents and recommend security best practices.
- Assist with the review, testing, and assessment of new technologies and tools as assigned.
- Ensure compliance with configuration and security standards, as applicable.
- Support the operation and improvement of the organizational security policies.
- Supervise outside contractors performing systems-related projects and activities, including third party security testing as appropriate.
- Maintain current knowledge of information security technologies and expand scope of knowledge by performing research, attending security forums, presentations, and formal trainings.
- Assist in training City staff on cybersecurity issues and promote a safe and secure user experience.
- Provide courteous and quality email, telephone, on-site and web-based technical support to City staff.

- Strive to solve technical issues directly, or diagnose them and deploy technical staff or 3<sup>rd</sup> parties as appropriate.
- Use help desk software to accurately enter, maintain, track, and close communications involving support requests in a timely manner.
- Establish and maintain effective working relationships with co-workers, other City employees, and outside agencies; exhibit professional conduct in assignments and administrative duties.

**SUPERVISORY RESPONSIBILITIES** - Either minimal or not applicable.

**QUALIFICATIONS** - The requirements listed below are representative of the education, knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Skills, Experience & Competencies:**

- 4+ Years of hands-on experience in a customer service oriented, hybrid, systems environment providing network network and data security.
- Demonstrable understanding and experience in the full spectrum of standard administrative tasks including server builds, administration, and rollouts; account and security management, including Active Directory and Group Policy Objects.
- Demonstrable understanding and experience with TCP/IP networking concepts, security, and cloud based integration.
- Working knowledge of IT operations, responsibilities, work flow processes and procedures.
- Firm understanding of network and data security principals.
- Knowledge of and compliance with City confidentiality requirements.
- Ability to effectively express, interact with and communicate technical concepts, ideas and information to management, peers, and a non-technical audience; must work well in a team environment.
- Ability to read and interpret documents such as application manuals, knowledgebases, and other technical and procedural materials/manuals geared to all levels and furnished in written, verbal, diagram, or schedule form.
- Ability to multitask, maintain a systemic approach to problem resolution, solve practical problems and deal with a variety of situations with limited information; strong analytical and problem solving skills; able to interpret, assess, identify root causes, diagnose symptoms, issues and situations in order to resolve them correctly; able to use the Internet for research and problem resolution.
- Knowledge of and working familiarity with the following tools and systems: MS Windows, MS Office 365 Suite & Tools, MS Windows Server, MS Active Directory, MS SQL, Barracuda BTEP, Trend Micro, Symantec, basic command line tools, Powershell scripting, UNIX/LINUX.

**Education & Certifications:**

- Bachelor's Degree or higher in Computer Science, Information Security or a related field and minimum of four years of experience in a similar environment performing security, network, and technology administration or any equivalent combination of education, training, certifications and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.
- Active and current certification in at least two of the following: CEH, CISM, CompTIA Security+, CISSP, CISM, CISA, or CCSP.
- Experience interacting with network firewalls, routers, and other infrastructure.
- Experience and knowledge of network and log management tools and endpoint protection.
- Knowledge of cloud, hybrid, and on premise environments.
- Knowledge of TCP/IP and data protocols.

- Knowledge of security standards such as NIST standards, FISMA, SANS, CIS Critical Security Controls, Risk Management Framework, CJIS requirements, FIPS 140-2, PCI Compliance.

**PHYSICAL DEMANDS** - The physical demands described here are representative of those that must be met in order to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to access, input, and retrieve information from a computer.
- Answer telephones and maintain multiple files.
- Must read and analyze large quantities of information.
- Must have sufficient mobility to get back and forth from office to off-site meetings.
- Stand, walk, sit, use hands to finger, handle or feel, reach with hands and arms, stoop, kneel, crouch, or crawl, and taste or smell.
- The employee may frequently lift, carry or position objects weighing up to twenty-five pounds and occasionally with assistance may lift, carry and position heavy objects up to seventy-five pounds utilizing proper body mechanics and techniques.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT** - The work environment characteristics described here are representative of those that may be encountered while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Occasional exposure to outside weather conditions.
- Risk of electrical shock while working with equipment.
- The noise level in the work environment is usually moderate to high.
- Ability to access, input, and retrieve information from a computer.
- Answer telephones and maintain multiple files.
- Must read and analyze large quantities of information.
- Must have sufficient mobility to get back and forth from office to off-site meetings.
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The City of Lowell is a smoke and drug free employer, and requires a physical with drug screen and CORI post offer.

***Qualified/interested applicants can send resume and/or application to the Human Relations Office, Room 19 City Hall, Lowell MA 01852.***

**EOE/AA/504 Employer**



Eileen M. Donoghue  
*City Manager*

May 25, 2021

Mayor John J. Leahy  
And  
Members of the Lowell City Council

Dear Mayor Leahy and Members of the Lowell City Council,

Enclosed with this letter please find an Ordinance to create three new positions, the funding for which is included within the FY2022 budget plan. Each of these positions is critical to achieving the goals and objectives set forth by the City Council.

The first position is a Grant Writer in the Lowell Fire Department ('LFD'). The creation of this position came as a product of negotiation with the Fire Union during discussions regarding the plan to reduce company closings across the city. Historically, the grant writer position has been shared by Police and Fire, with a portion funded out of the LFD budget. Recent events have added increased significance on the need to seek outside funding to support not only the overtime expenses of the department to keep companies open, but also to support the technical capacity of the Fire Department to pursue other grants for gear, equipment, and fire apparatus. By creating a position whose sole purpose is to identify and pursue grant opportunities within the department, there will be a greater opportunity for outside funding, a portion of which can fund this position in future fiscal years.

The second position is a Cyber Security Administrator in the MIS department. With our recent investment in new technology, funded through the CARES Act, and the ever-present threat of cyber-attack against city; a position whose primary duty is the protection of the online presence and assets of the city's network infrastructure is important now more than ever. Grant funding will be utilized to fund this position in FY2022 and the creation of the new position is revenue neutral.

Finally, the third proposed position is in the Wastewater Enterprise. The new position is a Utility Engineer. This position will help manage and oversee Phase 3 of the utility's capital improvement plan (CIP) which was funded by the City Council in 2019. A significant amount of capital will be invested within the next several years in the city's sewer infrastructure and this position will work with outside engineering firms to manage the city's interest as those projects enter the construction phase. The funding for this position will be provided by the Wastewater Enterprise fund and will not be paid by the tax levy.



Eileen M. Donoghue  
*City Manager*

Despite the fiscal constraints of the budget in FY2022, each of these positions was determined to be mission critical. I have worked with my finance team to create a financing plan which minimizes the impact to the tax levy to the greatest extent possible. I am therefore recommending approval of these three positions by the City Council

Please let me know if there are any questions.

Sincerely,

Eileen M. Donoghue  
City Manager

Cc: Conor Baldwin, Chief Financial Officer  
Mary Callery, HR Director