

Region 9 Education Cooperative

Job Description

POSITION TITLE:	Information Systems Technologist / Cybersecurity Analyst / Digital Forensics Investigator
Department:	Technology
Reports To:	Director of Technology
Work Day:	Minimum 7.5 hours daily/ 8 hours daily
Contract Days:	Minimum 236 days
FLSA Classification:	Non-Exempt
Employment Status:	Full Time
Employment Classification:	Unlicensed Employee
Salary Schedule:	Computer Tech Scale
Duty Station:	Region 9, Ruidoso, NM

Position Overview

***Note:** The Information Systems Technologist/Cybersecurity Analyst is a critical technical role with the primary emphasis of the position being Cybersecurity and Digital Forensics. Please see addendum for detailed position duties and qualifications.*

The Information Systems Technologist provides essential technical and operational support for educational services at REC9 and its member districts, working under the direction of the Director of Technology to maintain a robust and secure digital environment. In this role, the Information Systems Technologist assists with the day-to-day management of server administration, network software, and hardware components—such as servers, switches, firewalls, and wireless access points—to ensure consistent operational continuity and reliable data transmission. The position requires a high level of inter-departmental collaboration and professional integrity, ensuring all tasks are performed in strict adherence to federal and state regulatory frameworks, including FERPA, HIPAA, and IDEA. By providing hands-on technical troubleshooting and facilitating staff training, the Information Systems Technologist ensures that all systems align with organizational objectives while maintaining the flexibility and interpersonal proficiency needed to represent REC9 effectively throughout its member districts.

Key Responsibilities

General and Interpersonal

1. Represent Region 9 programs and member districts in a professional manner.
2. Communicate in a positive, culturally sensitive manner with parents, children, colleagues, and

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other agency personnel while maintaining confidentiality regarding all facets of Region 9 programs in compliance with FERPA/HIPAA and other federal and state confidentiality regulations.

3. Demonstrate promptness and punctuality in reporting to work to ensure continuity, consistency, and quality of services on a daily basis, including attendance at mandatory program meetings.
4. Demonstrate proficient verbal and written communication skills and the ability to manage conflict in a civil, professional and courteous manner.
5. Demonstrate initiative, decision making, and flexibility in the performance of various job functions.
6. Demonstrate basic proficiency with technology, including but not limited to email, organization, time-tracking systems, and other technology platforms necessary to perform the responsibilities required.
7. Provide inter-departmental planning and programming collaboration and cross-program overflow assistance when needed.
8. Demonstrate understanding of and compliance with the Region 9 Employee Policy Manual.
9. Adhere to applicable federal and state law and local policies and regulations for public education entities, including but not limited to 6.60.9 NMAC (Code of Ethics) (for example, IDEA, Department of Health, Head Start Performance Standards, FERPA, HIPAA, NAEYC, Licensing, etc.).
10. Support the Region 9 mission, vision, values and goals.

Department/Program Job Duties/Competencies:

- Acts as liaison with specified technology users and confers with the users to define educational issues.
- Assists with technology-based instructional support in classroom settings in coordination with educational support staff (i.e., Reading Coach, Instructional Coach, Educational Services Program Manager, Professional Development Facilitator).
- Assists with events facilitation, both onsite and facilitating events statewide, as assigned by supervisor.
- Coordinates the installation, implementation, maintenance, training and modifications to computer hardware and software.
- Assists in developing project plans, scheduling, monitoring, and communicating project status.
- Assists with operational systems, file organization, data entry and other tasks necessary to facilitate duties of the technology department.
- Supports the technology environment for transmission of data for district reporting requirements.

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- Communicates effectively in both verbal and written format for effective interpersonal relations with REC9 districts.
 - Demonstrates willingness to provide group and one-on-one training to REC9 districts.
 - Ability to support and maintain server administration.
 - Ability to support and maintain network infrastructure software and equipment.
 - Ability to support and maintain routers, firewall or wireless access points and related equipment.
 - Coordinate and implement crisis planning for Region 9 and as needed, assist member districts.
 - Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.
 - Provide a central point of contact for users to address questions, report problems, and submit requests related to technology.
 - Provide effective project management including detailed project plans, objectives, control methods, and coordination of regional efforts. Develop quality systems that are effective, efficient, and that satisfy user needs. Complete assigned tasks in a timely manner.
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Qualifications

- Experience with Server Administration; Microsoft Server, Linux, VMware. Network Infrastructure; routers, firewalls, switches preferred.
- Education and/or Information Technology certification(s) preferred.
- Must be self-motivated to complete tasks/responsibilities with minimal supervision.
- Must be able to provide positive support and technical assistance to personnel.
- Must exercise initiative and judgment in performing a job.
- Must demonstrate strong written, verbal, and interpersonal skills.
- Must have a willingness to carry out assigned tasks and performance of responsibilities.
- Must be willing to travel to the REC9 member districts in the personal vehicle of the employee.
- Other qualifications determined necessary by the Coordinating Council and Executive Director.

Working Conditions

- Work occurs primarily at member districts and REC9 facilities. Work is a mix of indoor and outdoor as required.
- Daily travel to member districts or REC9 locations is required.

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- Generally works a full-time schedule, Monday through Friday. Extended hours, evenings, or weekends may be required to meet deadlines or to address operational needs.

Physical Requirements

- Prolonged periods of sitting, standing, and working at a computer
- Occasional lifting of materials (e.g., files, supplies) up to 25 pounds

Note: These duties are neither exclusive nor exhaustive, and the employee may be required to undertake other duties and responsibilities as assigned. This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations.

Acknowledgment

By signing below, I acknowledge that I have read, understood, and agree to perform the duties outlined in this job description to the best of my ability.

Employee Name: _____

Date: _____

Employee Signature: _____

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Addendum: Cybersecurity Analyst / Digital Forensics Investigator

Position Overview

The Cybersecurity Analyst / Digital Forensics Investigator is a critical technical role responsible for safeguarding the organization's digital infrastructure, data, and networks through proactive monitoring and rapid incident response. Acting as a central point of contact for hardware and software security, the Cybersecurity Analyst conducts deep research into emerging threats, manages third-party security compliance, and collaborates with law enforcement and management to mitigate cyberattacks. Beyond technical system administration of servers and network infrastructure, the position emphasizes a culture of security by training personnel in best practices and awareness. The ideal candidate brings a forensic approach to problem-solving, a STEM-based educational background, and the initiative to self-educate on the evolving landscape of cyber hacking tactics to ensure the integrity of the network. This position will also perform Digital Forensic Investigations upon request, ensuring legally sound procedures are followed to support internal and external investigations.

Department/Program Job Duties/Competencies:

- Maintains the integrity and security of enterprise-wide cyber systems and networks.
- Supports cybersecurity initiatives through both predictive and reactive analysis.
- Work with the Director of Technology/Chief Information Security Office (CISO) to define, implement and maintain regional Cybersecurity Policies, Technology Disaster Recovery Plans, and Cybersecurity Incident Response Protocols that meet any state or federal regulations.
- Work with CISO to adopt and implement Center for Internet Security (CIS) Critical Security Controls and National Institute of Standards & Technology (NIST) Cybersecurity Framework.
- Generate and maintain an inventory of all hardware and software assets. Analyze current/requested hardware/software to determine if it meets security standards.
- Perform vulnerability assessments and generate reports. Work with IT to correct detected vulnerabilities.
- Investigate security breaches and other cybersecurity incidents. Analyze to determine their root cause and assess damage. Report findings to CISO.

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- Verify the security of third-party service providers and collaborate with them to meet security requirements.
- Work in coordination with the Region 9 Technology department and the Administration of each participating location to adopt procedures that will be followed when a digital forensic investigation is requested.
- Perform all requested Digital Forensic Investigations for Region 9 and each participating member district. Ensure legally sound procedures are followed to support internal and external investigations.
- Stay up-to-date on cybersecurity trends, threats, techniques and standards.
- Research security enhancements, security software and tools. Report findings and purchase recommendations to CISO.
- Train personnel in cybersecurity awareness, procedures, and best practices.
- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Qualifications

- Bachelor's degree in Cybersecurity, Computer Science, STEM subject, and/or Cybersecurity certifications preferred.
- Completion of an internship/apprenticeship in cybersecurity a plus.
- Strong IT skills including knowledge on hardware, software, networks, and data centers.
- Thorough work ethic, attention to detail.
- Skills of perception and QA, ability to identify vulnerabilities and overall issues.
- Critical thinking skills, problem solving aptitude. Forensic approach to challenges.
- Desire to self-educate on the ever-changing landscape of cyber hacking tactics.
- Experience in professional cybersecurity is a plus.
- Developing security systems, analyzing current systems for vulnerabilities, and handling any and all cyber attacks in an efficient and effective manner.
- Identify cyber attackers, report to upper management, and cooperate with the police or other legal forces to detain perpetrators.
- Must be self-motivated and work independently or as part of a team as needed.
- Must be able to provide positive support and technical assistance to personnel.
- Must exercise initiative and judgment in performing a job.
- Must demonstrate strong written, verbal, and interpersonal skills.

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