Security Awareness and Engagement Officer – Job Description

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# Executive Summary

The purpose of this document is to describe the job requirements of a security awareness officer. A common mistake organizations make in hiring a dedicated security awareness resource is looking for someone with a strong technical background, computer science degree, or specific security certifications. The most successful security awareness officers have strong communications skills and a passion for learning and helping others. A strong security or technical background is most likely not required as these individuals will be working directly with your security team, leveraging their security expertise.

**Security Awareness and Engagement Officer**

This individual is overall responsible for our security awareness and education program. The goal of our program is to both meet compliance requirements but also work with our security team to identify, manage and measure our human risk. Responsibilities include working with the security team to identify our top human risks, partnering with and building support with different business units and stakeholders, clearly and effectively communicating to and secure our workforce, track the impact of the program and communicating that impact to leadership. This position will be part of the information security team and report directly to the Chief Information Security Officer.

**Our Security Awareness Program Requirements**

This is what we are looking for in our awareness program.

1. Ensure that our security awareness program meets all industry regulations, standards, and compliance requirements.
2. Work with the security team to identify our top human risks and the behaviors we need to change to manage those risks. In addition, ensure that our security awareness program identifies the scope of who needs to be trained, to include different training requirements for different roles or departments. Our goal is to provide the right training to the right people and nothing more.
3. Create a positive program that builds on our culture and effectively engages our workforce, driving behavior change. Ultimately, we want our employees to demonstrate the same secure behaviors regardless of where they are or whose technologies they are using.
4. Structure and sustain this program to be long term, so we are not changing just behaviors but ultimately creating a strong, positive security culture.
5. Create a metrics framework that can effectively measure and communicate the impact of the program.

Ultimately, we are looking for someone that loves to be constantly challenged, learning new concepts and skills and a passion for working with, communicating to and helping others.

**Skills and Experience**

1. Ability to communicate and market complex messages in a simple, clear and engaging manner within our organization. In addition, have experience with different types of communications methods, to include social media, blogging, videos, online messaging, printed materials, hosted events and other methods. A key part of effective engagement is leveraging multiple methods of communications.
2. Project management experience, the ability to plan, manage and maintain a complex, organization wide program over the longer term.
3. The ability to take the initiative, reach out to and coordinate with different people in different departments. Collaboration and partnering with others, to include people in other countries, is a key factor to success.
4. Understand the concepts of organizations behavior, culture and how culture impacts how people behave, learn and interact with others.
5. Understanding of learning theory or instructional design, including models such as ADDIE.
6. While extensive cybersecurity or technical experience is not required, you will be expected to continually work with and learn from our security team and stay current with the latest cybersecurity risks, threat actors and their changing tactics, techniques and procedures.
7. SANS Security Awareness Professional (SSAP) credential or any certifications in Organizational Change, Marketing, Instructional Design or Communications will be considered a plus.