



Job Title: Deputy Director of Information Systems and Security (DDISS)
Department: Operations
Reports to: Director of Information Systems and Security (DISS)
Location: NYC
Status: Full-Time

Job Summary:

The Deputy Director of Information Systems and Security is responsible for supporting and improving the information and security systems for a highly mobile professional work force of over 80, with US-based offices in NYC, Washington, DC and Irvine, CA. The Deputy Director is responsible for managing the day-to-day information systems while supporting the DISS on developing the strategic investment in technological resources. The DDISS will also support the DISS in engaging senior management and executive leadership on mid to long term strategic goals. Wellspring’s current IT staff consists of a Director of Information Systems and Security (DISS), a Helpdesk and Network Administration Manager (HNAM), and an IT Assistant (ITA)– all NY-based; and an Information Systems and Operations Analyst (ISOA), based in our Washington, DC office. The DDISS would be based in our NYC office, and will directly supervise the HNAM and the ITA.

The Deputy Director will have appropriate technical and management expertise and a proven record of achievement in the IT field. The successful candidate will have the leadership skills to help Wellspring stay abreast of emerging trends and the foresight to proactively plan for and adapt to changing needs while ensuring that Wellspring retains its high standards of security, mobility, and reliability. They will appropriately plan and manage internal and external resources (human and technical) to ensure that all solutions provided to staff are delivered on-time, securely and on-budget.

The Deputy Director will also oversee the execution of day to day operations and strategic initiatives which move forward Wellspring's cyber risk mitigation strategy.

All Wellspring staff are expected to be committed to the issue of promoting human rights and social justice.

ESSENTIAL JOB FUNCTIONS

- The DDISS will meet regularly with the IT team to discuss gaps and wins in the existing information and security infrastructure, audio visual systems, IT processes, vendor relationships and help desk support and communicate them effectively to the DISS. They will supervise the HNAM and ITA, to include overseeing the status of projects related to their core roles and responsibilities, mentoring them and managing their work as well as their career growth; and coordinating the entire IT team’s schedule to ensure Wellspring is fully covered by on premise or remote support.

- The DDISS will be a contributing member of the Operations Management Team (OMT) and the Management Team and lend their input to the improvement of Wellspring's overall operations and management strategies.
- The DDISS will be responsible for managing Wellspring's Cyber Risk Mitigation Strategy and ensuring the goals are met and adjusted to stay relevant to the iterative nature of cyber risk. Some of the responsibilities core to the security role include the following:
 - Oversee the development, implementation and management of Wellspring's Security Information and Event Management (SIEM) solution(s);
 - Schedule and oversee periodic security audits to ensure compliance with changing laws and regulations;
 - Maintain a current understanding of the IT threat landscape for the industry / Wellspring network and Identify risks and actionable plans to protect the foundation;
 - Oversee Wellspring's end user security awareness program;
 - Manage IT Security projects and initiatives;
 - Review investigations after breaches or incidents, including impact analysis and recommendations for avoiding similar vulnerabilities;
 - Implement industry standards with regards to formal IT security frameworks and regulations, and make sure that information security policies, procedures, and best practices are kept up-to-date and communicated to all personnel and that compliance is enforced;
 - Oversee identity and access policies and management as well as work with the DISS and Operation Management Team to ensure that disaster recovery and business continuity plans are in place and tested;
 - Manages hardware and software life cycles to improve efficiencies, reduce risk and stay compliant with Wellspring's green initiatives;
 - Oversee, streamline and update hardware and account provisioning and deprovisioning protocols to control against cyber risk;
 - Oversee monthly network reviews done between the HNAM and managed services provider;
 - Oversee and manage the monthly cyber risk mitigation meeting with Wellspring's managed service provider; and
 - Oversee Wellspring's Cyber Security Incident Response Team and ensure table-top exercises are run periodically.
- The DDISS will work closely with/support the DISS on the following key areas:
 - Ensure systems of record and tools are continuously reviewed and optimized to align with Wellspring's Knowledge Management framework;
 - Develop and manage relationships with subject matter experts;
 - Drive the proper strategy, investments and change management of Wellspring's Information, Security and Audio-Visual Systems;
 - Back up the DISS as chair of the IT Committee and co-chair of the Grantee Security Task Force;
 - Develop and deliver presentations and communications to various audiences across the organization;
 - Back up the DISS to ensure iterations of the grants management application are secure and compatible with existing systems of record and tools;
 - Onboard new staff to the IT Policy and Travel and Security Policy;

- Manage IT consultants in Uganda and Tanzania;
 - Provide cyber risk mitigation consulting and support to the Country Programs team and East Africa consultants;
 - Ensure vendor accounts are managed efficiently and paid on time; and
 - Assume essential job functions of the DISS when they are not available.
- In order to minimize downtime and loss of productivity for staff there will be times when the DDISS as well as other members of the IT team are required to work after hours to meet core responsibilities.
 - The DDISS as well as the rest of the IT Team are members of the cyber and physical security response teams at WellSpring. They are always expected to respond in a reasonable time to emergency and/or high priority incidents, including outside of regular business hours.

Key Competencies

Communication

- Effectively communicates relevant IT-related information to Senior Management and all staff.
- Delivers engaging, informative, well-organized presentations and trainings.
- Resolves or escalates issues in a timely fashion.
- Understands how to communicate difficult/sensitive information tactfully.
- Relays relevant IT-related information to the company in a timely manner.
- Sets and manages client expectations.
- Demonstrates excellent written skills.

Education

- M.S. in Information Systems, Computer Science or equivalent experience
- ITIL Foundation Certification Strongly Preferred.
- CISSP Certification Strongly Preferred.
- Cisco Meraki Specialist Certification Strongly Preferred.
- Project Management Certification a plus.

Experience

- 10 or more years of IT management experience.
- Experience developing and managing SIEM solutions.
- Experience with Cloud Based Grants Management systems a plus.
- Experience in managing and/or developing APIs that help drive information management efficiencies for the organization.
- Expert knowledge in Windows SharePoint and/or SQL database administration.
- Expert knowledge in Powershell, Hypervisor and Azure hosted infrastructure.
- Experience with IT remote management tools such as Kaseya and FleetSmith.
- Experience managing the GSuite Business platform.
- Experience managing and configuring Cisco/Meraki networks.
- Experience managing and supporting staff who travel frequently including to remote locations with limited connectivity.
- Experience providing staff and external partners who work in the human rights and social justice field cyber security guidance relevant to the threats they encounter.
- Proven skills in budget management, negotiations with vendors, technology/process analysis and problem-solving skills.

- Experience with researching and configuring cloud solutions that deliver business efficiencies and value.
- Experience working in the nonprofit and philanthropic sector desirable; a commitment to issues relating to human rights and social justice required.

Qualifications

- Commitment to Wellspring’s core values, mission, and principles.
- Demonstrates commitment to diversity, equity, inclusion and belonging in the workplace.
- Practices humility by promoting the value of others’ experiences and opinions and striving to help others around you succeed and shine.
- Understands the value of teamwork and commits to work cooperatively by engaging others in an open, friendly and constructive manner.
- Creates an inclusive environment where others feel comfortable sharing ideas.
- Ability to operate effectively within a globally dispersed, complex, highly collaborative organization.
- Excellent communication skills, including ability to quickly assess the business impact of technical issues and make appropriate decisions.
- Excellent interpersonal and organizational skills.
- Ability to organize and prioritize work on multiple projects simultaneously and with minimum supervision.
- Ability to be flexible and think strategically and creatively in an entrepreneurial environment.
- Comfort with working independently in an unstructured, dynamic environment while managing competing priorities.
- Ability and willingness to travel domestically and internationally.
 - Must be willing and able to travel between NY and DC at least once a month.
 - Must be willing and able to travel at least once a year to California.
 - Must be willing and able to travel internationally at least once every two years.
- Ability to handle confidential client information with complete discretion.
- Outstanding judgment, initiative, and motivation.
- Willingness to support and back up the team with all levels of end user support.
- Positive attitude, sense of humor and a commitment to being part of an energetic and enjoyable work environment.
- A commitment to continued learning on issues related to race, gender, diversity, equity, inclusion, and belonging is required of all Wellspring staff as we value social justice as an organizational operating principle.

Other related qualifications:

- Be able to stoop, bend, and carry moderately heavy objects such as computers and peripherals, and stoop or climb as needed to occasionally inspect cables in flooring and ceilings
- Have reasonable dexterity to operate a computer keyboard, mouse, power tools, and to handle other computer components.

Limitations and Disclaimer

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. The team member may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Salary and Benefits

Salary range: \$130,000-\$175,000 based on experience. Wellspring offers a very generous benefits package including payment of 100% of the health insurance premiums for employees (and 80% of the premiums for spouses, domestic partners and qualified family members). Wellspring also offers other benefits including life insurance, long-term disability protection, a group 401(k) retirement plan (with an employer match), support for continuing education, up to \$5,250 in annual student loan repayment or college savings assistance for qualified dependents and is committed to providing transgender-inclusive healthcare.

About Wellspring

Wellspring Philanthropic Fund is a private grantmaking foundation dedicated to advancing the realization of human rights and social and economic justice for all people. Wellspring has offices in New York, NY, and Washington, DC. Wellspring's work is rooted in respect for the dignity and worth of every human being and is informed by the following beliefs:

- Social institutions and structures should promote the full realization of human rights and human potential and should be accountable to these ends.
- The rights of all people are advanced when the rights of the most marginalized and vulnerable peoples are protected.
- Social justice movements should employ means that are consistent with their ideals and should give agency to the people whose interests they seek to advance.
- As responsible stewards, we must strive to maximize the impact of our charitable investments.

As a private foundation, Wellspring's key functions are to conduct research and education tailored to our mission; manage a grantmaking portfolio of various programs, administer grants and monitoring grantee performance; and work to promote the effectiveness of programs that receive donor funding.

Wellspring Philanthropic Fund believes we are strengthened by the diversity of our staff, and welcomes such diversity including race, gender identity or expression, educational attainment, disability, veteran status, and personal experience with the criminal justice system. We welcome applications from people of all cultures, backgrounds, and experiences, and we strongly encourage people of color and persons with disabilities to apply. We actively cultivate an institutional culture that reflects the values of respect, equity and inclusion that we seek through our work to amplify in the larger world.

Wellspring hires, promotes and retains employees based on their professional qualifications, demonstrated abilities and work performance, as well as on the degree to which these qualities are required in the employment positions made available by the Foundation's service needs and business requirements. All personnel decisions, including but not limited to recruitment, hiring, compensation, assignment, training, promotion, discipline and discharge, are made without discrimination based on any protected characteristic as defined by law (e.g., race, color, religion, national origin, citizenship, ancestry, age, disability, gender identity or expression, sex, sexual orientation, marital or familial status, domestic partner status, veteran or military status, genetic predisposition or carrier status, and prior criminal convictions, as well as educational attainment.

How to Apply:

For employment consideration, please submit application to jobs@wpfund.org Subject Line: “[Your name]— DEPUTY DISS” All applications must include:

- a resumé; and
- a thoughtful cover letter, including how you became aware of this opportunity (i.e. job portal, referral, etc.) salary requirements (must specify actual amount and range); and a description of your fit for and interest in this role.

No phone calls please. Due to the volume of applications, please note we will only contact you if we are moving forward with your application.