Intern Assignment: Cybersecurity Website Communications Specialist
OR
Cybersecurity Operations Analyst

Internship Address: Tufts University, Medford/Somerville Campus,
169 Holland Street, Suite 204
Somerville, MA 02144

Is Location MBTA Accessible? Yes

Hours Per Week: 10-20 hours/week

Time Frame: 15 weeks, September 10 – December 6, 2019 (Flexible)

Preferred Days of Week: M-F

Internship Hours: 9:00 A.M. - 5:00 P.M.

Pay Rate $18.00/hour

Room and Board: Not provided. Student intern is responsible for their housing arrangements.

Contact Person: Margaret Rubio-Keefer, margaret.rubio_keefer@tufts.edu

Organization Overview
Tufts University is a leader in American higher education, distinctive for its success as a moderately-sized university that excels at research and is committed to providing students with a personal experience. Tufts is known for its academic blend of research and liberal arts, with three main campuses, including a medical school, dental school, and veterinary school. These practices create a unique combination that attracts faculty, staff and students who thrive in an environment of curiosity, creativity and engagement.

Tufts Office of Information Security Overview
The Office of Information Security (OIS) is a university-wide service organization dedicated to promoting and enabling the use of Tufts information and services to support the University’s academic, research, and scholarship mission in an appropriate, responsible, and secure manner. Our responsibilities include; protecting the confidentiality, integrity, availability, and cybersecurity resiliency of Tufts information, critical business processes, and supporting infrastructure in support of delivering the Tufts University mission.

Come join our collaborative, flexible work environment, where leadership is valued at all levels of the organization, and opportunities abound to work with leading technologies and learn new skills.

Internship Description
The Office of Information Security has a unique opportunity for a highly motivated student who is interested in Cybersecurity/Info Security. Depending on your skills and passions, you may choose one of these two project areas you want to apply for and focus on:
1. **Cybersecurity Website Communications Specialist** – this role is for the person with a creative mind who loves to work on helping to develop and promote services through websites. Someone who has either done website design/editing and likes reorganizing information to be more concise and appealing would enjoy this position.

2. **A Cybersecurity Operations Analyst** – this role is for the person who is intrigued by the world of cybersecurity threats and countermeasures and/or you are into how computers, networks, and software work and want to learn more by going in the cybersecurity realm.

**Internship Details/Responsibilities/Qualifications**

1. The **Cybersecurity Website Communications Specialist** intern will be responsible for helping to create a fresh approach to the Office of Information Security section of the TTS website and communications. This internship will give you the opportunity to dive into the field of Information Security at Tufts and develop a suite of webpages to ensure the community is aware of and makes use of the broad range of Information Security resources, advice, and services available to them at Tufts. This role will report to the Director of Information Security and work under the guidance of the Manager for Service Marketing and Communications for TTS to ensure that branding and messaging is aligned with that of the overall department. The work will be performed in collaboration with TTS Marketing and Communications and the Information Security team experts. As an intern, you will not only assist us in developing a comprehensive communications program (including supporting webpages) for the Office of Information Security, but you will learn how to work collaboratively across disciplines, how to build digital resources for marketing services, and the tools needed develop these programs. You will also have completed project to add to your resume at the end of your internship!

**Responsibilities**

Under close supervision and guidance, **Cybersecurity Website Communications Specialist** responsibilities include:

- Inventory and analyze the current suite of Information Security websites.
- Develop a website communications plan for the Office of Information Security.
- Update and enhance a comprehensive website presence to showcase and advertise services.
- Revise, edit and publish service content on website.
- Participate in project teams, as appropriate.
- Perform other duties as required.

**Qualifications**

**Basic Qualifications for the Cybersecurity Website Communications Specialist:**

- Understanding of basic website creation
- Logical, concise writing skills
- Ability to write in a clear and understandable voice
- Ability to efficiently manage time, multi-task as needed, and effectively navigate shifting priorities
- Flexibility and adaptability to work effectively as a member of a team as well an ability to work independently
- Strong communication and interpersonal skills; the ability to work effectively with individuals at all levels of the organization
- Attention to detail and commitment to quality
- Customer focus
- Creativity and entrepreneurial thinking
- Critical thinking and problem-solving skills
- Ability to work in sitting and standing positions, lift and carry 25 pounds. Color vision, the ability to adjust focus on projection systems and the ability to discern audio tones required

**Desired Qualifications for the Cybersecurity Website Communications Specialist:**

- Ability and desire to learn independently when given a set of resources to draw from
- Experience with digital content editing in website development platforms (i.e. WordPress, Drupal)
• Experience with Adobe Creative Suite (i.e. InDesign, Photoshop)

2. The **Cybersecurity Operations Analyst** intern will be responsible for evaluating and participating in the development and maintenance of the Information Security operational response program’s set of standard response playbooks, in coordination with the rest of the Information Security directorate and Tufts Technology Services. The Cybersecurity Operations Analyst will report to the Associate Director of Information Security and will work closely with the Information Security Engineering staff to ensure operational services are deployed correctly, operating efficiently, and optimized for automation. This position is responsible for participating in the development and deployment of incident response workflows, documented processes, and creating training for security operations on these procedures. While the focus of this internship is specific to the Tufts University Information Security landscape, the skills gained can be used in any organization’s security operations center and will be great to add to your resume!

**Responsibilities**

Under close supervision and guidance, **Cybersecurity Operations Analyst** responsibilities include:

- Perform tasks to support the Information Security mission and scope of responsibilities to include security consulting for projects and programs, investigations and forensic evidence collection, threat research and management, compliance programs, security awareness training, security operations research and incidents, and other duties as needed.
- Write detailed project documentation, including scopes of work and closeout documentation.
- Building and maintenance of the Information Security operational response program playbooks and workflows.
- Create summaries of data research and prepare and maintain records demonstrating project processes, decisions, and all resulting management actions. This will include creating and maintaining high quality audit records within a Security Orchestration, Automation, and Response (SOAR) platform.
- Participate in meetings with multi-disciplinary project teams.

**Qualifications**

**Basic Qualifications for the Cybersecurity Operations Analyst:**

- Basic math skills, including algebra and geometry
- Has performed some tasks on your own or taken a class on computer, network, or software configuration or administration
- Logical, concise writing skills
- Ability to write in a clear and understandable voice
- Ability to efficiently manage time, multi-task as needed, and effectively navigate shifting priorities
- Flexibility and adaptability to work effectively as a member of a team as well an ability to work independently
- Strong communication and interpersonal skills; the ability to work effectively with individuals at all levels of the organization
- Attention to detail and commitment to quality
- Customer focus
- Creativity and entrepreneurial thinking
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**Desired Qualifications for the Cybersecurity Operations Analyst:**

- Ability and desire to learn independently when given a set of resources to draw from
- Scripting languages or code development for task automation
- Familiarity with security tasks such as: virus cleanup/antivirus management, password or access management, patching, log analysis, firewalls, SPAM, vulnerability scans, VPNs, etc.