
RSOC Program Manager

FLSA Status	Exempt
Reports to:	Chief Information Security Officer
Supervises:	n/a
Workplace:	Remote
Annual Salary Range:	\$105,000 - \$115,000

JOB SUMMARY

The Regional Security Operations Center (RSOC) Program Manager leads the development, launch, and continuous improvement of Nysernet's 24/7/365, student-powered RSOC service. Under the leadership and direction of the Chief Information Security Officer (CISO), this role coordinates partners, member onboarding requirements, service performance, reporting, and program communications. Within the Membership-led proposal process, the Program Manager confirms RSOC fit and readiness and ensures the accuracy of RSOC-specific scope, onboarding, and implementation content.

KEY RESPONSIBILITIES

RSOC Service Strategy & Program Development

- Execute the RSOC program strategy and roadmap, incorporating market and vertical growth input and advancing the service through launch and maturity in collaboration with internal teams and partners
- Translate member needs, market trends, partner input, and strategic goals into service requirements, priorities, roadmaps, and launch plans
- Maintain RSOC documentation, including service scope, onboarding requirements, assumptions, dependencies, exclusions, escalation paths, FAQs, presentations, and member education materials
- Ensure RSOC services meet reliability, performance, security, scalability, reporting, and member usability expectations
- Identify program risks, dependencies, resource needs, operational gaps, and launch blockers, and develop mitigation plans

Membership Partnership & Support

- Support Membership to prospect, qualify, and advance RSOC service opportunities with new and existing members, providing RSOC subject matter expertise, assessing member needs, technical prerequisites, onboarding complexity, and service scope
- Deliver RSOC service briefings and demos and related sales-enablement content
- Provide Membership with timely deliverables and supported information needed to enable sales goals and objectives

Operational Readiness & Service Adoption

- Guide RSOC go-live and post-launch stabilization, monitoring service adoption, performance, and the member experience to identify and address gaps
- Lead RSOC-member onboarding and operational-readiness requirements, ensuring alignment with service standards and member commitments
- Advance service improvements by translating operational insights, performance data, and member feedback into prioritized enhancements

Partner & Vendor Management

- Lead partner and vendor coordination across implementation, service delivery, reporting, and member onboarding; manage deliverables, timelines, dependencies, and milestones
- Monitor partner performance, commitments, and risks and facilitate issue resolution and ongoing alignment
- Support scope and service planning by providing accurate RSOC inputs and securing required domain approvals

Reporting, Metrics & Continuous Improvement

- Define and report program metrics for opportunities, onboarding, adoption, member satisfaction, escalations, partner performance, and service performance
- Prepare regular dashboards, executive updates, and program health reports for Nysernet leadership
- Use data and member feedback to improve sales enablement, onboarding, engagement, partner performance and service delivery, and provide performance and readiness recommendations for CISO-led expansion strategy and Membership-led member discussions

QUALIFICATIONS

- Bachelor's degree in a related field preferred, or equivalent professional experience
- Experience leading a security operations team or 5+ years as a security operations analyst
- Experience leading complex technology, cybersecurity, or managed service programs from concept through launch
- Understanding of security operations concepts, including monitoring, alert triage, escalation, incident response, threat detection, and security tooling
- Demonstrated experience with business development, program management, service execution, and cross-functional coordination
- Ability to translate strategic goals and member needs into actionable plans and measurable outcomes and communicate clearly with executive, technical, and non-technical audiences
- Experience developing processes, documentation, training, and metrics while managing multiple priorities and building consensus across teams

WORKING CONDITIONS

- Remote position
- Residence in New York State is required to support travel to member meetings, conferences, training, and stakeholder engagements
- Occasional evening, night, or weekend work may be required based on project timelines and events

ABOUT NYSERNET

For forty years, Nysernet has empowered educational, research, healthcare, cultural, and nonprofit institutions with high-performance networking, cybersecurity services, collaboration, and technical expertise. As a member-governed organization, we help members strengthen connectivity, protect critical infrastructure, simplify network operations, and expand access to learning and research.

Nysernet combines secure fiber-optic infrastructure, cybersecurity programs, training, consultation, and a collaborative peer network. We are committed to being an employer of choice and fostering a welcoming, inclusive workplace that values knowledge sharing, transparency, and collaboration.

Nysernet is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, familial status, marital status, military service and veteran status, physical or mental disability, genetic information, domestic violence victim status, reproductive health decision-making, or any other characteristic protected by applicable federal, state or local laws and ordinances. Nysernet is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, access to facilities and programs and general treatment during employment.