

Middle Tennessee
ISSA Chapter
Board of Directors
Job Descriptions
V7.0 – October 2023

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Approved by	Date
Middle TN ISSA Board	

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1.0	September 21, 2001	First Draft
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5.0	September 30, 2012	Combined Newsletter & Webmaster positions based on by law changes
6.0	October 6, 2022	Added Social Media Director, revised position descriptions based on changes in the previous 10 years
7.0	October 19, 2023	Added Performance Expectations, laptop requirements to Introduction, added quarterly events to Membership Director and picture coordination to Social Media Director

INTRODUCTION

The purpose of these job descriptions is:

1. To better define the responsibilities of each volunteer position with the Chapter, and
2. To inform potential volunteers of these opportunities and to ensure that the level of expectation, relative to the responsibilities, is properly set.

The elected officers form the foundation of the Chapter. The strength of the elected officers directly affects the success or failure of the Chapter. Candidates for these offices should take seriously the charge of their elected position and be willing to accept this responsibility.

These job descriptions are not "cast in concrete," but rather represent our current understanding of the responsibilities of each position. The description of each position is subject to modification and refinement limited only by the energy and creativity of the volunteers.

The Chapter's Board (BOD) consists of the Chapter's officers, standing committees, Past Presidents and appointed advisors. Board meetings are generally held once a month.

These meetings, which are open to the general membership, are the primary vehicles for the structuring and approving the Chapter's programs.

Current Chapter membership is a requirement for any of these board positions.

Responsibilities

Each position has the following responsibilities:

1. Attend the monthly, Board, and other scheduled Middle TN Chapter events
2. Greet new attendees at Chapter meeting and encourage membership with the ISSA Chapter
3. Voting responsibilities are defined in the Chapter Bylaws
4. Contact former members whose membership has lapsed or expired to recruit them to rejoin (in support of the Membership Director)

Requirements

Each position has the following requirements:

1. Current ISSA Middle Tennessee Chapter Membership
2. Board Members are required to provide their own personal owned laptop or desktop (non-tablet) to perform job responsibilities.
3. As required, the Board can supply a Microsoft Office License to install on Board Member personally owned laptop or desktop to perform necessary job responsibilities.

PERFORMANCE EXPECTATIONS

Performance expectations of you, the individual as a board member

Each board member of ISSA Middle TN affirms the expectations outlined here and strives to perform accordingly. We treat all board members the same when it comes to these expectations. By accepting a board nomination or appointment, the individual confirms that this board service is one of their top volunteer commitments.

Specific performance expectations are:

1. Believe in and be an active advocate and ambassador for the values, mission and vision of ISSA International and ISSA Middle TN.
2. Do not commit any act or do anything which might reasonably be considered: (i) to be immoral, deceptive, scandalous or obscene; or (ii) to injure, tarnish, damage or otherwise negatively affect the reputation and goodwill associated with ISSA of Middle TN.
3. Act in a way that contributes to the effective operation of the board – and work with fellow Board Members and staff to assure that the board functions well. This includes – but is not necessarily limited to the following:
 - a. Focus on the good of the chapter, independent of personal agenda, self-interest, or the influence of others.
 - b. Maintain confidentiality of committee and board work unless authorized otherwise.
 - c. Support Board decisions once these are made.
 - d. Participate in appraisal of own performance and the performance of the board and its committees.
 - e. Support ISSA Middle TN policies and procedures for conducting business.
4. Regularly attend in-person board meetings (8-10 per year), virtual or in-person committee meetings (InfoSec Conference committee meets 10-12 times per year), and chapter functions (10 monthly chapter meetings, 2 member-only functions, Infosec Nashville conference). Prepare for these meetings by reviewing materials and bringing the materials to meetings.
5. Understand the estimated time commitment to be approximately 100 hours annually but the actual number will vary slightly by Board role.
6. Maintain membership in and stay informed about ISSA International and ISSA Middle TN, its issues, and its connection to the community through active participation and conscientious connection outside the chapter. ISSA Middle TN must be selected as the primary chapter.
7. As appropriate, use personal and professional contacts and expertise to benefit ISSA Middle TN, without compromising ethics or trespassing on relationships.
8. Be willing and able to serve as a committee (InfoSec Conference, Outreach, etc.) or task force chair or member. Be a prepared and active participant.
9. Inform the Board of Directors of ISSA Middle TN of any potential conflicts of interest, whether real or perceived, and abide by the decision of the board related to the situation.
10. Agree to step down from board position if unable to fulfill these expectations.

CHAPTER OFFICERS

President

The President shall be the executive officer of the Chapter and, subject to the control of the Board, shall be responsible for the general supervision, direction and control of the affairs of the Chapter. The President shall preside at all meetings of the members and meetings of the Board. The President appoints all committee advisors, subject to the approval of the elected officers. Additionally, the President is responsible for fair representation of all the chapter members in all actions of the Board of Directors.

Monthly

1. Process ISSA International administrative correspondence
2. Attend and chair board meetings
3. Open monthly chapter meetings and provide information to membership as needed
4. As a member of the Board of Directors, assist with recognizing guests and non-members at the monthly Chapter meeting by introducing yourself and welcoming them to the meeting.
5. Represent Chapter during local community events, interactions with other organizations, and other initiatives and correspondence
6. Participate on InfoSec Nashville Conference planning committee

Annually

1. Coordinate with professional associations, such as ISACA, InfraGard, WITT, CSA, on joint meetings or events at least once a year
2. Support Officer Elections
3. Notify ISSA International of changes in Board members
4. If a Post Office box is utilized, ensure that box keys are obtained by current board members
5. Complete change of authorized signature account at Bank as required
6. Attend the InfoSec Nashville Conference as a board representative

As Required

1. Provide annual report, on behalf of the Board, to the Chapter members
2. Ensure Chapter's financial records are audited
3. Send out general membership messages and other correspondence in support of Communications Director
4. Respond to ISSA International correspondence
5. Collect mail from Post Office box
6. Maintain Chapter files
7. Notify Membership Chair of membership inquiries
8. Recruit prospective members, and assist members regarding Chapter activities and business
9. Participate in the ISSA International Chapter Leader meetings

Time Commitment

Monthly Average = 6 hours (for normal Chapter activity)

InfoSec Nashville Conference = an additional 2-4 hours per month (January-October)

Transition Items

Prior year's Board meeting agendas and other materials

InfoSec Nashville Conference planning information and documentation

Mailbox keys

Bank account authority

Annual reports, audits, contact information, and other pertinent documentation

Vice President

The Vice President shall, in the absence or disability of the President, perform all the duties of the President, and when so acting, shall have the powers of and be subject to the restrictions upon the President. The Vice President shall also act as parliamentarian for the Board meetings.

Monthly

1. As a member of the Board of Directors, assist with recognizing guests and non-members at the monthly Chapter meeting by introducing yourself and welcoming them to the meeting.
2. Attend Board meeting and in the absence of the President, chair meeting
3. Solicit Chapter members for member sharing materials/information at monthly Chapter meetings
4. Participate on InfoSec Nashville Conference planning committee

Annually

1. Establish election process by October Chapter meeting and hold elections in November
2. Perform annual Chapter financial audit
3. Manage an annual review and update of the Chapter Charter (January/February)
4. Review Chapter job descriptions and coordinate appropriate changes
5. Attend the InfoSec Nashville Conference as a board representative

As Required

1. Assist the duties of the President
2. Recruit prospective members and assist members regarding Chapter activities and business
3. Participate with InfoSec Nashville Conference preparation and administration

Time Commitment

Monthly Average = 6 hours (for normal Chapter activity)

InfoSec Nashville Conference = an additional 2 hours per month (January-October)

Transition Items

Annual Chapter financial audit report

Charter review process and documentation

InfoSec Nashville Conference responsibilities

Secretary

The Secretary shall take minutes of all Board meetings, including how called or authorized, notice given, place and time of meeting, and the names of those present, and shall keep a copy of such minutes and distribute to the Board. The Secretary shall keep an inventory record of all Chapter-owned equipment. The Secretary shall maintain and distribute an electronic distribution list of Board members and associated contact information.

Monthly

1. Attend Chapter meeting
2. Board meeting administration:
 - a. Arrange meeting date, time, location, and conference call number as needed
 - b. Arrange food for meeting
 - c. Send meeting notifications/updates to Board as necessary
 - d. Create and distribute agenda and other meeting materials
 - e. Attend Board meetings and take meeting minutes
 - f. Prepare and distribute Board meeting minutes for approval at next meeting
3. Participate on InfoSec Nashville Conference planning committee

Annually

1. Facilitate with Board, Chapter Mission, Vision and annual goals
2. Organize and manage the collection, updates, and storage of Chapter documentation and other artifacts
3. Attend the InfoSec Nashville Conference as a board representative

As Required

1. Assist the other Board members when needed

Time Commitment

Monthly Average = 4 hours (for normal Chapter activity)

InfoSec Nashville Conference = an additional 2 hours per month (January-October)

Transition Items

Prior year's Board meeting minutes and other materials

Copies and/or storage location of Chapter documentation and other artifacts

Treasurer

The Treasurer shall be the custodian of the Chapter funds and shall keep an itemized account of all receipts and expenditures. At no time shall Chapter funds be merged with personal funds. The Treasurer or a representative shall have a financial report available upon request. The records of the Treasurer shall be available for inspection by the membership at all reasonable times, and shall be audited at least once a year. Expenditures shall only be made pursuant to resolutions of the Board Members as recorded in the Board meeting minutes and shall be supported by invoices, vouchers and/or receipts. The Treasurer, or in the absence of the Treasurer, the President, must sign all checks, transact with the Chapter's bank debit card, or authorize payment via the electronic bill pay system. The Treasurer, with the concurrence of another elected officer, may authorize and pay miscellaneous expenditures up to fifty dollars per week when the consultation of the Board is not practical.

The Treasurer shall supervise the collection of funds by any committee to ensure that sound accounting practices are followed. The Treasurer is responsible for balancing the monthly bank statement and reviewing and retaining copies of the cleared checks on that statement as well as supporting documents for any checks or electronic payments. The Treasurer shall notify the Board of all checks returned for non-sufficient funds and any fees associated with their collection. The Treasurer, with the help of the members of the Board, shall prepare an annual pro-forma income statement. The Treasurer will prepare a final Profit & Loss statement, and balance sheet upon the completion of the current fiscal year.

Monthly

1. Attend Board Meeting
2. Attend Chapter meeting
3. Present financial status report at Board meeting quarterly or as requested by the Board
4. Pay deposit for meeting room (if required)
5. Settle payment for meeting room and meal following Chapter meeting or other event (if required)
6. Process and balance bank statements
7. Reconcile Chapter dues payments from ISSA International with bank deposits
8. Participate on InfoSec Nashville Conference planning committee
9. Maintain separate budget for InfoSec Nashville Conference and update monthly for planning meetings

Annually

1. Pay renewal of post office box
2. Prepare and submit tax information report to ISSA International and IRS (form 990) (March)
3. Maintain a minimum cash balance in checking account based on yearly Chapter plans
4. Ensure any excess funds are deposited in an account that provides best risk/return ratio as instructed by the Board
5. Keep receivables to a minimum
6. Ensure creditors are paid in a timely manner to maintain the Chapter's sterling financial reputation
7. Provide records and tax information report to Vice President for review (December)
8. Submit tax information report to ISSA Headquarters (March)
9. Invoice vendors for advertisements and sponsorship fees
10. Develop a chapter budget based on input from other Board members.
11. Attend the InfoSec Nashville Conference as a board representative
12. Prepare final P&L statement for InfoSec Nashville Conference

As Required

1. Retrieve mail from chapter's Post Office box
2. Process ISSA International financial correspondence
3. Invoice vendors for advertisements, sponsorship fees, and chapter meeting sponsorships as appropriate
4. Update chapter budget as additional information becomes available.
5. Reimburse other Board members for pre-approved expenses in a timely manner

Time Commitment

Monthly Average = 5 hours (for normal Chapter activity)

InfoSec Nashville Conference = an additional 2 hours per month (January-October)

Transition Items

All financial account information, system access, and bank cards/checks

Bank account authority

Prior year's budget, financial statements, reports, and any other documentation

Immediate Past President

The role of the Immediate Past President is that of an advisor to the Board. If the Immediate Past President is unable to serve, the previous Immediate Past President will be asked to assume the position. All other Past Presidents are invited to serve as Board advisors as well.

Monthly

1. Attend Board meeting
2. Participate on InfoSec Nashville Conference planning committee

Annually

1. Serve as InfoSec Nashville Conference Planning Committee Chairman
2. Attend the InfoSec Nashville Conference as a board representative

As Required

1. Serve as a "reference source" for past decisions of the Board
2. In the absence or disability of the Vice President, perform all the duties of the Vice President

Time Commitment

Monthly Average = 2 hours (for normal Chapter activity)

InfoSec Nashville Conference = an additional 3-5 hours per month (January-October)

Transition Items

All documentation related to the InfoSec Nashville Conference

Membership Director

The membership Director is responsible to maintain and retain current members, assist potential new members, and promote the Chapter through advertisements.

Monthly

1. Attend Chapter meeting
2. Attend Board meeting
3. Greet members and guests at sign-in table
4. Distribute ISSA International membership information to interested parties at meeting
5. After meeting, review meeting attendee list and contact all first time and third time guests and invite/encourage to join
6. Obtain membership list from ISSA International and work with Communications Director to reconcile all member and guest databases
7. Coordinate and schedule member only events
8. Participate on InfoSec Nashville Conference planning committee

Quarterly

1. Coordinate and schedule quarterly new and current member events

Annually

1. Maintain 90% Chapter membership renewal rate year-to-year
2. Grow total Chapter membership 10% a year or support efforts to increase member participation as directed by the Board
3. Distribute renewal, inactive, and guest membership information to Board in support of annual membership goals
4. Survey Members regarding Chapter plans for coming year
 - a. Prepare survey form
 - b. Mail survey form
 - c. Tabulate results for next Board meeting
5. Attend the InfoSec Nashville Conference as a board representative

As Required

1. Contact inquiring individuals and send membership information
2. Identify information security professionals in the area and contact them to make them aware of chapter and invite to participate
3. Send letters of appreciation to existing members who renew their memberships
4. Send welcoming letter to new members and/or call them to welcome personally and answer questions
5. Provide updated chapter membership list to Board or President as requested
6. Establish new member accounts on website and contact with password
7. Publicize upcoming chapter meetings and events in local media in support of Communications Director initiatives

Time Commitment

Monthly Average = 5 hours (for normal Chapter activity)

InfoSec Nashville Conference = an additional 2 hours per month (January-October)

Transition Items

Sample welcome and renewal letters for members

Access to the website to add/remove member accounts

Communications Director

The Communications Director is responsible for keeping chapter members informed of chapter events and activity. This includes coordinating the design and maintenance of the chapter websites, email communications, and other media. The Director will oversee that information shared is relevant to active chapter members as well as individuals who may be interested in joining the chapter. This position requires knowledge of, or willingness to learn, Google Workspace and Wild Apricot membership management software.

Monthly

1. Attend Board meeting
2. Attend chapter meeting
3. Communicate Chapter events and accomplishments to active members and others in the information security profession
4. Gather, post, and archive relevant Chapter media (e.g. presentations, meeting minutes, photos) on Chapter and ISSA International websites
5. Work with Social Media Director to promote International and Chapter events through various media (website, social, other)
6. Update content on the Chapter website
7. Proactively ensure web site is working properly and available
8. Support website access for members and guests
9. Participate on InfoSec Nashville Conference planning committee

Annually

1. Renew any contract agreements with web server hosting company
2. Renew the issa-midtn.org, nashvilleinfosec.com, and any other Chapter domain names
3. Maintain Board email alias information
4. Establish a communications plan and submit the plan to the Board for review
5. Establish nominations and elections web pages and electronic ballot for chapter board of director elections
6. Attend the InfoSec Nashville Conference as a board representative

As Required

1. Solicit ideas for content from the Board members and membership at large
2. Ensure website can be updated and administered by the Board as necessary to fulfill position roles
3. Troubleshoot any accessibility issues with web site.

Time Commitment

Monthly Average = 6-7 hours (for normal Chapter activity)

InfoSec Nashville Conference = an additional 2 hours per month (January-October)

Transition Items

Send updated Chapter Board information to ISSA International

Domain name registration information; Website hosting agreements and access

Web files, prior year's newsletters, announcements, communication plans, and other documentation

Account access to all social media, websites, and other Chapter groups/accounts

Overview/tutorial on content organization on Chapter and ISSA International websites

Certification Director

The Certification chairperson shall assist Chapter members in the area of professional certification. The main emphasis will be placed on the CISSP (Certified Information System Security Professional) certification. Other certifications that may apply include the CISM (Certified Information Security Manager), CISA (Certified Information Systems Auditor), CPP (Certified Protection Professional), CRISC (Certified Risk and Information Systems Control), and CFE (Certified Fraud Examiner). It is the duty of this Director to bring together the necessary information on the certification processes into one common place. The Director will provide that information to the Chapter membership in a timely fashion. If a member has a question about any aspect of certification, this Director is the Chapter lead point of contact.

Monthly

1. Attend Board meeting
2. Attend Chapter meeting
3. Collect information on all certified individuals attending each meeting and submit member CPE's for accreditation to the appropriate authority
4. Ensure materials on different certification programs are available at the Chapter meetings
5. Ensure certification training and testing schedules are published in newsletter

Annually

1. Prepare a summary report of certified members in terms of what certifications and number of members certified
2. Provide CPE certificates or other documentation as required by Chapter members
3. Work with Event Management Company to ensure:
 - a. CPE cards and related tracking tools and information for the InfoSec Nashville Conference are completed
 - b. Process CPE certificate for InfoSec Nashville Conference
4. Send prospects who expressed interest in ISSA on the CPE cards to the Membership Director
5. Attend the InfoSec Nashville Conference as a board representative

As Required

1. Make available certification training and testing information
2. Recruit prospective members, and assist members regarding Chapter activities and business

Time Commitment

Monthly Average = 5 hours (for normal Chapter activity)

InfoSec Nashville Conference = an additional 1-2 hours per month (January-October)

Transition Items

Membership certification tracking information and/or Chapter website access as appropriate

Infosec Nashville Conference CPE documentation and artifacts

Provide documentation and tutorial for auto submission of CPE credits to ISC2/others

All relevant documentation

Programs Director

The Programs Director shall coordinate activities pertaining to the Chapter meetings and any extended security seminars being hosted by the Chapter. The Director shall be the focal point between the Chapter and the various security vendors in the Middle TN area. The Director should be familiar with the results of the membership survey and attempt to obtain speakers that fulfill the needs of the Chapter members. The Director will establish and solicit members for an extended seminar committee if necessary, and the Director will chair this committee. The Director also has the responsibility to ensure that the Chapter meetings run smoothly from a logistics viewpoint.

Monthly

1. Attend Board meeting
2. Pursue vendor partnerships for Chapter support, programming, and events
3. Maintain relationship and communication with current Chapter sponsors
4. Schedule monthly meetings in advance (3 months in advance recommended)
5. Arrange speakers for Chapter meetings (8 weeks before Chapter Meeting)
6. Work with Event Management Company to ensure:
 - a. Coordinate delivery of vendor sponsor level requirements and expectations (email distribution, invites to events, etc.)
 - b. Work with Treasurer as necessary to invoice sponsors for fees, donations, and other income
 - c. Solicit biography and presentation abstract from speaker (6 weeks before Chapter meeting)
 - d. Determine meeting room facilities (LCD, whiteboard, overhead projector, room size, directions, etc)
 - e. Ensure payment of meeting facilities, food, and any other costs are arranged with the Treasurer or President
 - f. Ensure Communications Director has updated web site with meeting agenda, directions, etc
 - g. Confirm room meets size, food, AV requirements and handle all applicable reservations and scheduling
 - h. Confirm Board assignments for greeting speakers, staffing the welcome table, etc
 - i. Solicit and coordinate vendor speakers and displays
 - j. Solicit vendors for door prizes at Chapter meetings
7. Establish backup speakers within the chapter that would be able to give a presentation on short notice in the event a speaker cancels.
8. Continue to solicit feedback from membership on topic ideas.
9. Contact other ISSA chapters to get meeting ideas and education ideas

Annually

- 1) Update Chapter Sponsorship Kit
- 2) Establish goals for the year for programs/education
- 3) Coordinate the storage and posting of program presentations and other artifacts with the Communications Director
- 4) Work with Membership Director to survey membership for satisfaction with programming and ideas on topics and other information for future meetings and events
- 5) Attend the InfoSec Nashville Conference as a board representative

Time Commitment

Monthly Average = 6-8 hours (for normal Chapter activity)

Infosec Nashville Conference = an additional 1-2 hours per month (January-October)

Transition Items

List of content interest for upcoming year

Process and tutorial for meeting development and logistics

Templates and documentation for member communications and meeting/event notices

Contact information for current and future meeting space providers

Vendor contact information list

All other documentation related to Chapter vendors

Community Outreach Director

The Community Outreach Director shall coordinate activities that serve the communities within the boundaries of the Chapter through education, service projects, and similar events. The Director should determine the specific outreach opportunities that the membership of the Chapter can best service, gain approval of the Board, encourage member participation, assist in media awareness of the role of ISSA in such activities, and report back to the Board and membership the positive impact of such activities. The Director will establish committees and chair them as necessary to support the approved events or projects.

Monthly

1. Attend Board meeting
2. Attend Chapter meeting
3. Communicate with community leaders on current and future initiatives where the Chapter can provide support
4. Coordinate current community outreach projects with publicity arranged through Chapter meetings, newsletters, and social media. Work with Communications Director as appropriate
5. Promote/introduce our student members to the Board and Chapter at large
6. Maintain relationships with current community contacts
7. Participate on InfoSec Nashville Conference planning committee

Annually

1. Administer current scholarship commitments through relationship building, interviews/screening, appropriation of scholarship funds, integrating scholarship winners with the chapter, and all other activities in support of Chapter scholarship goals
2. Look for new opportunities to expand scholarship program
3. Look for new opportunities for further community outreach
4. Maintain a list of all scholarship activity
5. Maintain a list of community contact information
6. Attend the InfoSec Nashville Conference as a board representative

As Required

1. Recruit prospective members, and assist members regarding Chapter activities and business
2. Promote student membership and associated activities

Time Commitment

Monthly Average = 4 hours (for normal Chapter activity)

InfoSec Nashville Conference = an additional 2 hours per month (January-October)

Transition Items

List of prior year's scholarship activity

List of community contact information

Introduce new Director to current community leaders

Social Media Director

The Social Media Director is responsible for brand development through social media and for keeping chapter members informed of chapter events and activity. This includes coordinating the design and maintenance of the chapter websites, social media and newsletters. The Director will oversee that information shared is relevant to active chapter members as well as individuals who may be interested in joining the chapter. They direct the media and media related activities of our chapter to raise the profile of the chapter and its goals and initiatives, including both traditional and social media. The Social Media Director uses social media to build an effective content strategy, engage members and sponsors and increase social media traffic and boost conversions.

Monthly

1. Attend Board meeting
2. Attend chapter meetings
3. Coordinate pictures being taken at all chapter events
4. Participate on InfoSec Nashville Conference planning committee
5. Promote the chapter's efforts, activities, and members regularly on social media
6. Work with Communications Director to coordinate messaging

Annually

1. Update content strategy
2. Attend the InfoSec Nashville Conference as a board representative

As Required

1. Solicit ideas for content from the Board members and membership at large

Time Commitment

Monthly Average = 4 hours (for normal Chapter activity)

InfoSec Nashville Conference = an additional 2-4 hours per month (January-October)

Transition Items

All other documentation related to social media accounts

InfoSec Nashville Conference - Sponsorships Coordinator

The Sponsorships Coordinator is responsible for soliciting and confirming all InfoSec Nashville Conference sponsorships.

Monthly

1. Attend InfoSec Nashville Conference planning meetings
2. Pursue sponsor partnerships for the conference
3. Maintain relationship and communication with current conference sponsors
4. Coordinate delivery of vendor sponsor level requirements and expectations (email distribution, invites to events, etc.)
5. Work with Treasurer as necessary to invoice sponsors for fees, donations, and other income

Annually

1. Update Conference Sponsorship Kit
2. Lead sponsorship activities for Nashville InfoSec Conference
3. Maintain current and prospective vendor contact information lists

As Required

1. Work with Communications Director to provide sponsor logos and other information for all media and distribution

Time Commitment

InfoSec Nashville Conference = an additional 2-4 hours per month (January-October)

Transition Items

Vendor contact information list

All other documentation related to conference vendors