Program Manager for Community Trust and Practices

InCommon provides the U.S. higher education and research community with the common framework for trustworthy access to online resources. InCommon facilitates the development of community-based common trust fabrics – SAML Federation, Certificate Services, and other potential services and activities – that enable participants to access protected online resources. For more information about InCommon, a division of the non-profit consortium Internet2, visit www.incommon.org

This Program Manager for Community Trust and Practices for InCommon will have overall responsibility for:
- The InCommon Certificate Service technical operations and day-to-day relationship with our service partner. The PM will also be the primary community liaison with our community advisory and collaboration groups focused on PKI deployments and related applications.
- Frameworks for promoting community practices and increasing levels of trust across the InCommon Community. Duties include working with the community and related advisory groups to develop and promote practices that enhance trust; and managing the US Government-approved InCommon Assurance Program and related requirements, policies, committees, processes, and adoption by universities and partners.

The Program Manager will work closely with other Internet2 staff for communications, outreach, and other functions such as Registration Authority and Assurance Onboarding processes.

This staff position is full-time, based in an Internet2 office. (The current list can be found on www.internet2.edu.) The Program Manager reports to the Associate Vice President for Trust and Identity. Some travel is required, averaging approximately 4-8 events per year. Availability outside of normal office hours may be required for critical problem resolution issues.

Representative duties include:

InCommon Certificate Program

- Maintain current offerings, working with our partner to manage features, releases, and track bugs.
- Oversee the identification, definition, and launch of new features; coordinate support for the community we serve.

- Coordinate with Internet2 Staff on policies and processes related to registration authority domain approvals, customer account verification and creation.
- Work with the community to encourage the deployment of certificates, including personal certificates, for appropriate uses. Collaborate with deployers on sharing success stories and howtos with their peers through the use of webinars, wikis, conferences and training events.
- Ensure the InCommon Certificate Program remains relevant to the Research and Education Community and fiscally viable.

Community Practices

- Coordinate the current InCommon Assurance Program including review process, adoption support and change management. Manage InCommon's relationship with US Government and their Trust Framework Providers. Facilitate collaboration groups of universities working to comply with the profiles.
- Collaborate with the community on creating and deploying community-defined identity and service practice sets that address shared-trust challenges.
- Manage the change process for InCommon-certified and Community-certified standards.
- Work with InCommon Governance to identify required and recommended practices. Develop innovative ways to promote and/or enforce adoption.
- Work with Assurance Advisory Committee to oversee the program and provide community direction.

Qualifications:

- Minimum Bachelor's degree in a related field
- Five years' minimum experience in IT operations, security, PKI deployments, and/or identity and access management deployments, preferably on a higher education campus
- Understanding of certificate-based PKI, network security, and related technologies
- Understanding of complex identity management systems, deployment and provisioning of federated services, and related technologies
- Understanding of the US research and education community

Experience:
- Negotiating contracts and general familiarity with contract terminology and legal framework for contracts in information technology
- Managing corporate and/or government relationships
- Using or managing certificate-based PKI deployments, preferably with user certificates

- Managing multiple projects with overlapping deadlines and shifting priorities
- Coordinating and leading projects in a distributed volunteer environment
- Working in a research or higher education institution

Demonstrated ability to:
- Communicate complex technical issues via spoken and written word to non-technical stakeholders.
- Collaborate with diverse individuals to achieve common goals
- Creatively solve problems, work in a fluid environment, and maintain clear objectives to deliver on priorities
- Respond promptly to community needs and solicit feedback
- Work independently and meet commitments

Closing Date: Position will be open until filled.