

## Career Boost - Ryerson's Student Employment Source

Career Boost is Ryerson's new source for off campus and on campus job opportunities.

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The **Career Boost On Campus Program** provides eligible full-time undergraduate students with hundreds of on-campus paid work experience opportunities each year. Please review full eligibility [here](#).

Please note that students may apply for any Fall/Winter/Summer position **before applying for Career Boost approval**, however job offers are conditional pending the student receiving their approval. Summer approval application opens in February, Fall/Winter approval application opens in August

### Operations Support Assistant

#### Supervisor Information

|                          |                               |                         |                      |
|--------------------------|-------------------------------|-------------------------|----------------------|
| Supervisor's First Name: | Alex                          | Supervisor's Last Name: | Tran                 |
| Department:              | TRSM Associate Dean, Research | Faculty:                | None                 |
| Room No.:                |                               | Email:                  | alex.tran@ryerson.ca |
| Extension:               | 544360                        |                         |                      |

#### Student Application Materials Required:

- Career Boost Approval Email

(Any job offer before receiving the approval email will be conditional. However you're more than welcome to apply for the positions before then. Summer approval application opens in February, Fall/Winter approval application opens in August. Please forward the approval email to the supervisor)

- Resume
- Cover Letter
- Transcript
- 2 Reference(s)

#### Method Of Student Application:

- Email

#### Position Information

|                      |  |
|----------------------|--|
| Job Family:          | Community and Events, Research and Analytics |
| Job Title:           | Operations Support Assistant                 |
| Hours per week:      | 14   |
| Number of Positions: | 1  |
| Hourly Rate of Pay:  | \$17.00                                      |
| Start Date:          | Sep-07-2021                                  |
| End Date:            | Apr-08-2022                                  |
| Mandatory Training:  | No   |

Position supports the following priorities from the Ryerson University Academic Plan:

- Increase scholarly, research and creative (SRC) excellence, intensity and impact
- Enable greater student engagement and success through exceptional experience
- Foster an innovative ecosystem
- Expand community engagement and city building

#### Summary of Host Department:

The Cybersecurity Research Lab (CRL) is an academic research lab at Ted Rogers School of Management at Ryerson University. The CRL conducts cutting-edge information security research, train the next generation of cybersecurity experts, and is spearheading a crucial and ongoing dialogue with the Information and Computer Technology (ICT) industry in Canada. The lab is led by Dr. Atefeh (Atty) Mashatan, an Information Security Researcher and Solutions Architect. The CRL is recognized for its strong partnerships and linkages to industry. Its mission is to help organizations, large and small, to find innovative and cost-effective cyber risk mitigation strategy and solutions. The lab's research expertise is in Cryptography, Blockchain Technology, Quantum-resistant solutions, Machine Learning and its applications in cybersecurity, Enterprise Security Architecture, and Security of Internet of Things (IoT).

<https://www.ryerson.ca/crl>

The lab founded and is directed by Dr. Atty Mashatan who is an Assistant Professor at Ted Rogers School of Information Technology Management. Her research is focused on the development of novel cybersecurity designs based on emerging technologies such as IoT, Blockchain, and Quantum Computing. She investigates challenges and opportunities brought forward by these new technologies and how they change the threat landscape of cybersecurity. As such, the researchers in the lab collaborate with industry partners on a daily basis to study industry relevant research problems and propose solutions that can be developed as part of the industry-academic collaborations.

#### Position Description:

This position will support and assist with all operational activities that support the advancement of knowledge in the fields of Cybersecurity. This will include working closely with the director, manager of operations, and Ryerson/TRSM's marketing and communications to ensure the timely and audience-targeted communication of CRL activities, events, collaboration opportunities, and relevant research results. This role will also include supporting the day-to-day activity of the research lab (such operations management, research activities, and

information gathering and analysis related to grants). This will provide support and information for decision making to the director and manager and will also perform other related duties of a comparable level/type as assigned. This position will also be responsible for updating the CRL website and social media channels such as Twitter and LinkedIn. This position will also assist in the planning and organization of special events that includes internal stakeholders, external stakeholders, and partners. They will work closely with CRL's director, manager, and researchers to coordinate all processes, activities, and local resources required for the events. This may include liaising with Ryerson staff and external partners as needed to ensure smooth coordination and timing of events and activities. This may also include assisting with conducting post-activity assessment and identifying opportunity areas for improvement.

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#### Competency Development:

##### Core Competencies:

###### ● Communication

- Presents ideas and thoughts effectively in a variety of formal and informal settings
- Communicates in writing effectively to encourage action or generate understanding
- Demonstrates an understanding of appropriate professional communication practices
- Demonstrates effective interpersonal communication, including an ability to communicate in an intercultural context
- Demonstrates active listening by engaging with diverse viewpoints

This role will require a great deal of communication with internal and external stakeholders when updating documentation and social media channels at the CRL. The operations support assistant may be asked to assist on various projects where they will have to work with a diverse team with different backgrounds and viewpoints project so they will need to be able to develop and demonstrate effective communication skills (both written and oral). The operations assistant will be required to read, review, and understand research papers and be able to effectively communicate ideas and concepts in the paper to assist with proofreading and the research related to a project.

###### ● Community Engagement

- Practices proactive and effective outreach to support the development of lasting partnerships
- Understands the complexity of community interactions
- Able to contribute meaningfully to a consensus-building process
- Responds and relates well to people in all positions of an organisation and/or community
- Able to maintain effective and lasting partnerships with groups and individuals

Depending on the circumstances, the operations assistant will be assisting with the organizations of conferences that CRL holds twice a year requires proactive and effective outreach to many stakeholders internal to Ryerson, e.g., students, faculty members, facility, catering, Dean's Office, OVPRI, as well as external to Ryerson, e.g., industry partners, participants, funders. These conferences may be held virtually which results in a higher level of coordination and communication required. All of these interactions can greatly enhance the student's abilities in creating and maintaining effective and lasting partnerships as well as community engagement in general.

###### ● Collaboration

- Able to work within a team
- Able to adapt to new/changing situations
- Commits and contributes equitably to shared group or organisational goals
- Contributes to conflict resolution within groups, balancing individual and group goals
- Demonstrates intercultural fluency in working with diverse groups

CRL is composed of a diverse set of 15 full-time members as well as 10 other affiliated faculty members. On a daily basis, we interact with industry partners on industry-driven research. The only way to do is to work as a team and collaborate effectively. It's a dynamic environment with fast-pacing processes and sometimes tight timelines. They will be working with the manager and others at the lab to ensure that the event runs smoothly.

The student will also be tasked with maintaining a project repository which will require a collaboration and communication with all members of the lab. The operations assistant will gain teamwork and collaboration experience working as part of this team assist on various projects at the lab. They will be communicating with these various team members through email, document sharing, and teleconferencing meetings. The student will also be expected to learn to prioritize and manage multiple tasks and achieve goals as well as be able to communicate any problems that they may experience throughout the project.

##### Role-specific Competencies:

###### ● Innovation & Problem Solving

- Able to apply critical thinking to solve problems
- Able to assess a situation and take informed risks
- Demonstrates resilience when faced with challenges
- Demonstrates creative thinking and resourcefulness in solving problems
- Proactively identifies alternative ways to achieve goals

When providing operational support to the manager on research projects. This will consist of reviewing proposals, assisting with presentations and editing documents. As the operations assistant may not have reviewed research papers in their previous employment so they will face challenges such as understanding the content and figuring out the context of the paper. As well, since the projects at the CRL are dealing with an emerging technology, the student may face challenges when learning about the new technologies that they're not familiar with and must be able to shift gears to learn and adapt as they go.

The student will also be faced with new challenges operationally as they learn about the field of cybersecurity. They will be tasked with providing support on project management duties and will need to understand specific technologies and processes at the lab.

###### ● Personal Management & Responsibility

- Prioritises and manages time effectively in completing tasks
- Demonstrates accountability for actions and decisions
- Able to give and receive constructive feedback, and act on feedback
- Demonstrates a willingness to continuously learn and grow Demonstrates a willingness to continuously learn and grow

- Reflects on the impact one's decisions have on self and others

The student will be assigned operational tasks that will need to be completed in a timely manner to ensure that the data is up to date (updating social media posts, updating website). As well, they will providing operational support to the manager on research projects. This will consist of reviewing proposals, assisting with presentations and editing documents. When organizing and running events, many tasks need to be completed to ensure that it runs smoothly. The student will need to manage their time effectively to ensure that these goals are accomplished.

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**Responsibility Breakdown:**

**Operations Support - 50%**

**Research Support - 30%**

**Event Management - 10%**

**Special Projects - 10%**

**Staff Supervision:**

- Checkpoint meetings throughout the employment
- Regular one-on-one meetings
- Regular team meetings
- PerformanceReviews

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**Skills Required:**

**Academic:**

- Good oral communication
- Good written communication
- Group facilitation
- Knowledge of computer software
- Managing Information
- Presentation skills
- Problem solving and thinking
- Research and use of numbers
- Technical skills

**Personal Management Skills:**

- Being responsible and accountable
- Goal setting
- Positive attitude and behaviours
- Task initiative
- Time management

**Teamwork Skills:**

- Contribute to team goals
- Event and project planning
- Office administration skills
- Participate in projects and tasks
- Respect differences
- Work well with others

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**Technical or Software Knowledge Required:**

Google Suites, Microsoft Office, Slack, Zoom etc.

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**We appreciate your interest in this position, however, only the candidates selected for an interview will be contacted.**