

TAMESIDE METROPOLITAN BOROUGH COUNCIL
Directorate of Finance - ICT Services

Job Description and Person Specification

Job Title: Senior Technical Specialist (Cyber Security Lead)
Responsible to: Work Group Manager
Grade: Band I
Job Code: RH08

Key responsibilities

1. Specific technical responsibilities as outlined on the following page.
2. Act as point of escalation for service requests/incidents/complaints notifying ICT Management where necessary in line with the agreed escalation processes.
3. Be actively involved in the change management processes.
4. Support the drive towards self-service across the organisation with the aim of improving the quality of service through the identification and implementation of automated support options.
5. Develop, champion and adhere to standards and procedures which underpin the services provided by ICT Services.
6. Drive service improvement across the ICT Service.
7. Analysis of performance data driving forward improvements and contribute to developing and carrying out the Service Improvement Plan.
8. Maintain close working links with customers, colleagues across ICT and third-party suppliers to aid with speedy fault resolution, installations and other related services.
9. Support collaboration work between Tameside and other organisations. Developing effective networks both internal and external.
10. Work closely with customers to interpret complex business requirements/processes providing packages of work for others – could be outside of the team.
11. Project management – have accountability and take sole charge of ICT responsibilities for high impact and high value projects. Project manage the ICT responsibilities of large-scale third-party solutions, at every stage (from tender to implementation and support) in a timely and professional manner ensuring that targets/objectives are met and that service delivery is optimised.
12. Work closely with colleagues to ensure that appropriate and coherent links and connections are made between individual projects as necessary
13. Professional representation – assist customers in their choice of IT solution including researching supported technologies and liaising with 3rd Party suppliers & customers in the evaluation, specification and purchase of server hardware / software.

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14. Manage virtual teams such as project teams and coordinate teamwork.
15. Ensure knowledge is captured appropriately by actively contributing to and where appropriate approving 'knowledge base' articles submitted for the relevant area of expertise.
16. Assist the WGM in setting and managing priorities, scheduling work programmes, and managing workloads with respect to the relevant area of expertise.
17. Develop effective networks both internal and external to the organisation.
18. Work closely with colleagues to monitor the progress and quality of work ensuring that solutions are appropriate, fully tested and in line with standards and that appropriate documentation is produced/maintained.
19. Support, mentor and assist all staff in their own roles including technical skill development sessions and involvement in the allocation of staff resources.
20. Ensure appropriate communication takes place with customers and colleagues to keep them up to date with new and changing services.
21. Be actively involved in the research of the latest technologies and their potential for introduction to the operational environment where there is a clearly defined business requirement.
22. Contribute to the development of ICT Strategies/Policies and provide relevant ICT advice to customers and colleagues.
23. To assist the WGM in ensuring that legislative requirements and corporate standards relating to ICT are adhered to e.g. Data Protection, system security, software/hardware standards, Health and Safety.
24. Such other duties as reasonably correspond to the general character of the post and as are commensurate with the level of responsibility.

Specific responsibilities are also applicable to this role for the following workgroups:

Cyber Security

- | | |
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| S1 | Develop and maintain the ICT Security Policy ensuring the strategy remains in line with the business and technology strategies and conforms to all relevant standards and statutory requirements |
| S2 | Actively promote user understanding of the ICT Security Policy, including coordinating the widespread dissemination of the contents of the policy and promoting adherence amongst staff |

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- S3 Develop and maintain a security action plan for the ICT Service, enabling the service to deliver on the requirements of the Security Policy
- S4 Lead the identification, assessment and management of ICT and cyber security risks, maintaining a comprehensive risk register and ensuring that risks are effectively mitigated, monitored, reported and resolved in line with organisational risk management frameworks
- S5 Support the development and testing of ICT Business Continuity and Disaster Recovery arrangements.
- S6 Lead on the operation, development and continuous improvement of the SIEM platform.
- S7 Lead on the implementation, onboarding and ongoing coordination of the Council's Managed Security Operations service, acting as the primary liaison between internal ICT teams and the service provider to ensure effective threat monitoring, incident response, service improvement and alignment with the Council's cyber security strategy and compliance requirements
- S8 Lead on the management of third-party DR contracts in relation to ICT infrastructure.
- S9 Develop and implement counter measures to minimise the impact of information security risks to the Council.
- S10 Proactively work with services to advise on security issues relevant to their business or projects. Undertake security threat and risk assessments to quantify the threat and risk levels to the service or project and the impact on the Council's information security.
- S11 Advise as to future technical requirements in respect of ICT Security, providing robust recommendations for projects/initiatives to ICT management as required facilitating the Council's Information Security and Data Protection Policies and Standards.
- S12 Undertake periodic security reviews of both technical and business aspects of the Council's services ensuring the confidentiality, integrity and availability of systems and data is not undermined.
- S13 Monitor conformance with key standards such as CAF, Cyber Essentials and PSN and the effectiveness of the Council's Information Security standards, reporting to management as required.
- S14 Ensure that Information Security and Data Protection incidents are properly managed and lessons applied, providing guidance and advice in the event of a major incident.
- S15 In conjunction with Audit and HR provide support and assistance to internal investigations relating to misuse of IT systems and information.

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- S16 Develop and implement processes for continuous monitoring, threat detection and reporting to swiftly identify and advise on vulnerabilities. Undertake threat and risk assessments and analysis. Provide reports and statistics on security related issues as required.
- S17 Lead on the implementation of a staff ICT Security education, training and skills awareness monitoring system for officers and elected members at all levels in the Council.

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Competency/Skills/Knowledge/ Education	Personal Qualities	Category	Method of Assessment
<u>Educational Standard/Qualification</u>	◦ Degree level qualification or equivalent relevant experience. ◦ Substantial operational experience as a security engineer, analyst or similar role. ◦ Programme/project management – Prince2 or other recognised qualification at Foundation or Practitioner level ◦ ITIL Foundation Level ◦ ITIL Intermediate Level in relevant area	E E D D D	Application
<u>Specialist skills, knowledge and experience</u>	◦ Experience in managing, developing and implementing large scale solutions ◦ Significant and successful experience in project management ◦ Ability to support ICT Services in responding positively to internal initiatives as well as national processes and inspections ◦ Significant technical hands-on experience in an ICT environment ◦ Committed to local democracy, understands the role of Elected Members and is politically sensitive ◦ Aware of issues facing local authorities ◦ Receptive to new ideas, willing to change and encourages flexibility of approach and problem solving in others ◦ Vulnerability management, security assurance and compliance monitoring ◦	E E E E E E	Interview/Application
<u>Using initiative and decision making</u>	◦ Proactively takes responsibility for own actions by making timely decisions based on factual data. Evaluates a variety of solutions before making recommendations.	E	Interview/application
<u>Customer Focus</u>	◦ Quickly builds rapport, easily establishes relationships and relates well to different types of customer and members ◦ Encourages customer participation in service delivery and seeks feedback ◦ Ability to establish customer's business needs and interpret into appropriate solutions.	E E	Interview/application

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Communications Communicating Orally Written communication	◦ Can communicate complex technical issues in plain language for a non-technical audience	E	Interview/application
	◦ Writes fluently, clearly and concisely. Adapts own written communication style to suit the needs of the recipient.	E	
	◦ Presents clear, concise reports and formulates achievable recommendations.	D	
Negotiating	◦ Ability to undertake effective negotiations with a range of people and organisations	E	Interview/Application
	◦ Establish and consistently demonstrate high levels of productivity	E	
Team working	◦ Works co-operatively, sensitively and effectively as part of a team or independently.	E	Interview
	◦ Fits in with the team. Develops effective and supportive relationships with colleagues, is considerate towards them and creates a sense of team spirit.	E	
	◦ Can work beyond service boundaries, building effective virtual teams	E	
Leadership and management	◦ Be able to direct and motivate teams and individuals and where appropriate provide feedback on performance.	E	Interview/application
	◦ Takes charge of situations and provide others with a clear sense of direction.	E	
Respecting and developing others	◦ Listens and pays attention to individual's views and encourages participation	E	Interview/application
	◦ Ability to mentor staff showing tolerance of mistakes and supporting individual's learning and self-development.	E	
Planning and organisation	◦ Excellent project management skills	E	Interview/application
	◦ Excellent organisational skills, with the ability to deliver agreed objectives within agreed timescales.	E	
	◦ Establish and consistently demonstrate high levels of productivity demonstrating high levels of personal motivation	E	
Analytical	◦ Ability to understand the complexity and input of strategic organisational issues.	E	Interview/application
	◦ Ability to analyse complex problems and propose solutions.	E	

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Quality	◦ Maintains high professional standards and drives service improvement. ◦ Concern for quality and excellence and a desire to improve processes and systems	E E	Interview/application
<u>Resilience</u>	◦ Remains calm and self-controlled under pressure. Reacts well to change and stays positive despite setbacks. ◦ Believes in and actively champions the values of the service ◦ Innovative, enthusiastic and creative approach. ◦ Flexible and adaptable.	E E E E	Interview