

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Information Security and Technical Engineer
<b>LOCATION:</b>	Southport
<b>REPORTING TO:</b>	Information Security Officer
<b>DEPARTMENT:</b>	Corporate Services

### PURPOSE STATEMENT

The Information Security and Technical Support Engineer is a member of the ITS team and works closely with other members of the team, the wider business and relevant third parties to support the implementation of a comprehensive information security program and back filling the field support engineer role as required. This includes review and improvement of security policies, processes, and standards. This role works within members of the ITS team and relevant third parties to assist in deployment of technical controls to meet specific security requirements and security configurations along with technical and VIP field support. This role also assists to manage data breaches, identify, triage and remediate cyber security incidents and threats and provide reporting on findings and investigations.

### OUR VISION

To improve social equity through having more people in jobs, more people learning new skills, and more communities exposed to positive change.

### OUR MISSION

- To promote training, employment and workforce planning solutions to employed, under-employed and at-risk members of our communities, with particular emphasis on youth.
- To provide bridging assistance where government and community resources are lacking.
- To assist new and existing businesses to grow and prosper through effective workforce planning.
- To create and maintain partnerships with other providers, industry groups and governmental agencies

### OUR VALUES

- **Inclusive:** People of all communities coming together as one team for common goals
- **Excellence:** We always strive to exceed
- **Resilience:** Equipped to meet challenges and exceed
- **Integrity:** We act with honesty and sincerity
- **Innovation:** Embracing new ideas and technology to stay ahead of change

### CHILD SAFETY COMMITMENT

As an organisation that is committed to the Child Safety Organisation National Principles, The BUSY Group is dedicated to creating a child safe culture – refer to our [Child Safety and Wellbeing policy](#) to see how The Busy Group adopts broader strategies that promote and protect the safety and wellbeing of children and young people.

### REPORTING

This position reports directly to the Information Security Officer

**PRIMARY DUTIES:**

- Works with each of BUSY's programs and services to assist the Information Security Officer and Service Delivery Manager in identifying security requirements, while also delivering End User Compute Support and rectifying these either through technical skills or process, using methods that may include risk and business impact assessments. Components of this activity include but are not limited to:
  - Communication, facilitation, and consensus building.
  - Assist with the submission of Statements of Applicability for Right Fit for Risk and ISO 27001.
  - Assist with the maintenance of Right Fit for Risk accreditation for The BUSY Group.
  - Liaise with funding bodies, Government, and regulatory bodies for operational security purposes.
  - Assists in the coordination and completion of information security operations documentation.
  - Work Queue Management via ticketing tool
  - Ownership of key support tasks end to end through to completion
  - Assist with residual risk, vulnerabilities, and other security exposures, including misuse of information assets and non-compliance.
  - Collaborate on business projects to ensure that support and security issues are addressed throughout the project life cycle.
  - Assist with the maintenance of security processes and procedures and supports service-level agreements (SLAs) to ensure that security controls are managed and maintained.
  - Assist with vulnerability assessments to identify control weaknesses and assess the effectiveness of existing controls and recommends remedial action.
  - Assist with security configurations for operating systems, applications, and networking and telecommunications equipment.
  - Provide VIP support to the business to the highest standard with a strong focus on customer support
  - Provides first and second level support in the field along with analysis during and after a security incident.
  - Establishing, building, and nurturing customer relationships
  - Support all IT approved hardware and software and infrastructure
  - Provide technical leadership and support as required in Office 365 Administration ensuring the business meets RFFR and ISO27001 standards
  - Technical and Security training of staff and orienting them on how to use computer hardware and software systems
  - Participates in security investigations and compliance reviews as requested
  - Monitors reports and security logs for unusual events.
  - Ensure all incidents are reported and handled in alignment with The BUSY Group policies and procedures
  - Any other tasks assigned which may be reasonably requested from time to time, which contribute to the success of the organisation.
  - Providing co-ordination across efforts being delivered by the Security and Desktop Support Team, as part of the wider Enterprise Services Team
  - Working as the Key member of an onsite support focused team
  - Investigating and resolving incidents and service requests to a high quality following ITIL methodologies

- Participating in incident management, problem management, root cause analysis and change management following internal processes
- Creating and updating documentation, user guides and contribute to the knowledge base
- Resolving client problems, enquiries, and complaints in an effective and timely manner.
- Ensuring all hardware/software installations and routine upgrades are implemented according to Service Level Agreements.
- Working closely with the MSP and integration of support between Busy ITS and the MSP
- Commitment to act in a manner which promotes and protects the safety and wellbeing of children and young people by adhering to the Child Safety National Principles and TBG's Child Safety policies and procedure.

#### **KNOWLEDGE, SKILLS & EXPERIENCE:**

- Strong experience in IT Security, Microsoft Administration, and field support
- ITIL V3 or V4 Foundation
- Supporting large, distributed Microsoft environments
- Mobile Device Management administration (Airwatch, Microsoft Intune)
- Windows 10 Support
- Excellent knowledge of SOE and group policies
- Active Directory
- Office 365 Administration certified
- Some experience with ISO27001 and RFFR

#### **DESIRABLE SELECTION CRITERIA**

- AZURE Certification
- MS O365 Certification
- MS Enterprise Certification
- ITIL V3 or 4 Foundations
- COMPTIA
- CIS
- Exchange administration
- CCSP
- Experience preparing a Statement of applicability
- Knowledge and understanding of Right Fit for Risk

- Knowledge and experience in developing and evaluating IT security policies and procedures aligned with regulatory standards and frameworks like ISO 27001 or equivalent
- Strong technical aptitude, knowledge, and willingness to learn and develop skills in security technology controls
- Production of security related documentation including diagrams, how-to guides and procedures.
- Self-motivated & focused with a demonstrated enthusiastic approach to day-to-day business operations
- Knowledge of networking technologies, protocols and troubleshooting
- Excellent customer service skills and telephone manner
- Strong organisational and time management skills
- Current driver's licence
- Acute interest in developing and shaping a career path
- Current Driver's Licence and willingness to drive in the course of work

#### **KEY DIMENSIONS:**

##### ***Deciding and Initiating Action***

- Makes prompt, clear decisions which may involve tough choices or considered risks
- Takes responsibility for actions, projects and people
- Takes initiative, acts with confidence and works under own direction Initiates and generates activity.

##### ***Adhering to Principles and Values***

- Upholds ethics and values
- Demonstrates integrity
- Promotes and defends equal opportunities
- Encourages organisational and individual responsibility towards the community and the environment.

##### ***Writing and Reporting***

- Writes clearly, succinctly and correctly
- Writes convincingly in an engaging and expressive manner
- Avoids the unnecessary use of jargon or complicated language
- Writes in a well-structured and logical way
- Structures information to meet the needs and understanding of the intended audience.

##### ***Applying Expertise and Technology***

- Applies specialist and detailed technical expertise
- Develops job knowledge and expertise through continual professional development
- Shares expertise and knowledge with others
- Uses technology to achieve work objectives
- Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity
- Demonstrates an understanding of different organisational departments and functions.

***Analysing***

- Analyses numerical data, verbal data and all other sources of information
- Breaks information into component parts, patterns and relationships
- Probes for further information or greater understanding of a problem
- Makes rational judgements from the available information and analysis
- Produces workable solutions to a range of problems
- Demonstrates an understanding of how one issue may be a part of a much larger system.

***Learning and Researching***

- Rapidly learns new tasks and quickly commits information to memory
- Gathers comprehensive information to support decision making
- Demonstrates a rapid understanding of newly presented information
- Encourages an organisational learning approach (i.e. Learns from successes and failures and seeks staff and customer feedback)
- Manages knowledge (collects, catalogues, and disseminates knowledge of use to the organisation).

***Coping with Pressures and Setbacks***

- Works productively in a pressurised environment
- Keeps emotions under control during difficult situations
- Balances the demands of a work life and a personal life
- Maintains a positive outlook at work
- Handles criticism well and learns from it.

**QUALIFICATIONS:**

- Working towards a Bachelor's degree in information systems or equivalent work experience including certifications e.g. CISSP, Security+, CEH and/or SANS.

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_