

# JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)

Standard Template

<b>JOB TITLE:</b>	Senior Cyber Officer		
<b>GRADE:</b>	G9	<b>SERVICE AREA:</b>	Digital and Technology Services (DaTS)
<b>JOB CODE:</b>	RT391SENIG9		
<b>REPORTS TO:</b>	Cyber Security Team Leader	<b>LOCATION:</b>	Civic Centre
<b>SPECIAL CONDITIONS:</b>	<ul style="list-style-type: none"> <li>• Availability outside normal working hours as may be reasonably requested.</li> <li>• The job periodically involves contact with, or work for, people, which through their circumstances or behaviour occasionally place emotional demands on the jobholder, for example: internal customers, including councillors, experiencing issues with their applications; external customers; and third-party suppliers.</li> <li>• This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. The Post holder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English.</li> <li>• Your designated place of work will be the Civic Centre. The council operates customer focused hybrid ways of working. This is subject to change and you may be required to work from other locations, short or long term.</li> </ul>		

## 1. Main purpose of the job role:

This role is instrumental in the provision of cyber security support and development within Walsall Council and will need to:

- Be a key member of the team which performs the installation, configuration, upgrade, administration, monitoring and maintenance of cyber technology across all aspects of corporate technology whether on premise, Azure based or based in a third-party cloud.
- To support all ICT cyber infrastructure management systems within the council.

## 2. Role specific duties and accountabilities:

### *Production (Service maintenance)*

- Monitor and maintain cyber security across all aspects of Corporate Technology
- Contribute to the DaTS security strategy.
- Contribute to the DaTS cyber architecture
- Contribute to the development of DaTS cyber security policies.
- Support the implementation of new threat management technologies
- Prepares reports, dashboards & metrics associated with Cyber Technology
- Lead complex investigations relating to Cyber Security.
- Lead the development of processes and tools to ensure that IT services and systems fully address all the relevant information security requirements and that the corporate change process is followed, and the Service Desk informed and involved
- Provide first point of contact for security incidents and oversee them as required, including communications with the business.
- Provide advice to customers regarding any cyber related issue
- Carry out installation, integration, testing and maintenance of DaTS cyber infrastructure ensuring all quality, asset management and configuration management processes are followed. Liaise with line management, Service Delivery teams and Service Desk to ensure all changes are communicated and understood by colleagues and staff.

- Update and maintain documentation for DaTS cyber management procedures and the current/future DaTS cyber architecture.
- Procure via line management new DaTS cyber infrastructure and software in accordance with Council procurement procedures.
- Deliver a DaTS cyber service to the performance requirements of the Team, providing regular reports to line management.
- Identify needs, specify work packages and oversee the work of third-party support
- Provide training/coaching to other DaTS officers on cyber architecture, management systems and support processes.
- Within a Service Desk environment provide support to users, Service Desk and other DaTS officers to resolve routine and complex cyber systems service calls (i.e., incidents, problems and service requests).
- Escalate where necessary any issues with service calls to relevant third parties to the nominated service provider or DaTS officer, Team Leader or other line manager ensuring issues are dealt with in accordance with service levels. In cases where there is significant disruption, or there is disruption to members of the public, escalate immediately through the defined route and seek guidance on what communication can be made.
- Act as a second after line manager as a point of contact for any business-critical support requirements from the Service Desk and take ownership for resolution.
- Interpret complex customer requirements and design, develop, build and test DaTS cyber solutions and transit to production services.
- Produce designs and specifications and translate conceptual ideas into detailed designs, using external support where required.
- Attend and be an active participant in working/project groups and other meetings, as the team's representative.
- Initiate and suggest new DaTS cyber infrastructure technology or service concepts as part of continual service improvement.

## **OTHER ACTIVITIES**

- To develop a broad understanding of the Council's aims and objectives, together with an in depth understanding of how these aims and objectives impact on the post holder's duties and responsibilities.
- Prepare reports and on occasion attend scrutiny panels, performance and project boards, CMT and cabinet meetings.
- To work co-operatively with colleagues within the values of the Council, so as to achieve the aims, objectives, standards and targets of the post and the Council.
- To independently and effectively deal with enquiries from all sources, including telephone callers and personal visitors. This includes responding to correspondence on general, technical and specialist matters within the post holder's competence.
- The post holder must, at all times, carry out his/her duties with due regard to the Council's employment policies, with particular reference to Equal Opportunities and Health and Safety.
- To contribute to the Council's and DaTS continued achievement of quality standards, including but not limited to ITIL and PSN, through individual and team performance improvements.
- To work positively and constructively with the line manager to identify strengths and agree action in relation to development needs, to set these out in a personal development plan, attend relevant training and to review this, at least annually, with the line manager.
- Keep abreast of latest technology developments and the ability to assess and propose new or changes to DaTS strategies to encompass new technologies and ICT environments.
- Other duties appropriate to the grade of the post as directed by senior management and/or as required.

## **3. Corporate duties and accountabilities:**

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE	GRADE	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b> <i>refer to corporate behaviours document</i>		
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	A/I	2
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
<b>Abilities/Skills:</b> (refer to JE guidance document)		
Extensive Practical capability in design, build, configuration and monitoring of at least four of the following technologies		
Microsoft E5 cyber technologies	S/I	3
Sentinel Security and Event management	S/I	3
Microsoft Server Operating systems both physical and virtual	S/I	3
Microsoft Active Directory (both hybrid and Azure based)	S/I	3
NCSC guidelines for Local Authorities	S/I	3
IP addressing port manipulation firewall technology and Windows application firewalls	S/I	3
Scanning tools such as Nessus	S/I	3
Intrusion detection and prevention methodologies	S/I	3
Knowledge of common penetration testing tools	S/I	3
Encryption protocols such as TLS	S/I	3
SMTP protocols and SPF DKIM regimes	S/I	3
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	I	3
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.		

Experience supporting and managing costs within a Hybrid cloud estate in Azure (IAAS)	A/I	3
Experience in Azure migration strategies	A/I	3
Experience in configuring and supporting Conditional Access and MFA	A/I	3
Advanced knowledge of secure backup technology in a Azure and on-prem environment	A/I	3
Experience in the management of risk in an ITIL environment	A/I	3
Able to make recommendations as to how to achieve value for money when provisioning new instances and rightsizing existing instances	A/I	3
Extensive practical experience of managing a range of stakeholders and operating in an ICT environment to support business requirements	A/I	3
Proven ability to identify and resolve cyber problems to provide an effective IT service and deliver projects to improve IT provision	A/I	3
Sound technical knowledge and expertise in the installation and maintenance of all aspects of cyber systems	A/I	3
Able to manage own workload and those of others and consistently meet deadlines and performance targets	A/I	3
Able to work independently, interdependently, assertively and under pressure	A/I	3
Proactive, hardworking, self-motivated and enthusiastic approach to work	A/I	3
Able to build and maintain effective professional working relationships at all levels across the organisation, which may include any of the following: - employees, managers, directors, members and other stakeholders	A/I	3
Able to work as an effective, assertive and participative member of the Technical Services team	A/I	3
Able to demonstrate effective and extensive experience of leading and motivating others	A/I	3
Excellent written communication skills	A/I	2
Excellent verbal communication skills	A/I	2
Good appreciation of wider local government and relevant national issues	I	1
Appreciation of and ability and experience of operating within a political environment	A/I	1
Practical understanding and experience of working within a performance management framework	A/I	2
Practical understanding of the application of risk management	I	3
Practical understanding of application of health and safety at work	I	1
An awareness of, and commitment to, equality of opportunity	I	1
Evidence of continuous professional development (where applicable)	I	1
<b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Qualified by Experience with cyber methods and technologies	A/I	3
Have attained a relevant degree and significant experience, or extensive and considerable experience within an ICT Cyber environment	A/I	3
Have attained or possess equivalent professional experience to Microsoft Certified Systems Engineer and ITIL foundation certificate standard	A/I	3
<b>Other Essential Requirements</b>		
An awareness of, and commitment to, equality of opportunity	I	2
Awareness of, and commitment to, confidentiality and handling data	I	2
<b>Prepared by: Paul Davies</b>	<b>Date: Feb 2022</b>	