Role Description
Security Analyst

Cluster	Department of Customer Service
Agency	Service NSW
Division/Branch/Unit	Digital and Middle Office
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	261312
PCAT Code	1226092
Date of Approval	
Agency Website	www.service.nsw.gov.au

Primary purpose of the role

The Security Analyst is responsible for assisting with the organisation's day-to-day information security requests and investigating routine security related incidents.

Key accountabilities

- Monitor the performance of network, system and application security solutions to identify and bring to attention breaches and potential intrusion incidents
- Issue access privileges to new users and modify privileges for existing users to facilitate timely and appropriate access to business-related systems
- Investigate minor security breaches within a defined area of responsibility to maintain the compliance with internal security policies

Key challenges

- Maintain up to date knowledge on current and future security threats and vulnerabilities

Key relationships

Who	Why
Internal	
Manager	▪ Escalate issues, advise and receive instructions ▪ Report on security system performance
Work team	▪ Work collaboratively to contribute to achieving organisation's business goals ▪ Participate in meetings to obtain the work group perspective and share information
Clients/customers	▪ Resolve and provide solutions to issues ▪ Guide and inform user population regarding relevant security practices and processes

Capabilities for the role

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The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	**Intermediate**
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
Results	Deliver Results	Intermediate
	Plan and Prioritise	**Adept**
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	Foundational
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Occupation / profession specific capabilities		
Capability Set	**Category, Sub-category and Skill**	**Level and Code**
SFIA	**Service Management, Service Operations, Security Administration**	**Level 4 - SCAD**
	Service Management, Service Operations, Service Desk & Incident Management	Level 3 - USUP

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Manage Self	Intermediate	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth and develop and apply new skills • Seek feedback from colleagues and stakeholders • Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Results Plan and Prioritise	Adept	• Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Results Think and Solve Problems	Adept	• Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Business Enablers Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies

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- Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category and Sub-Category	**Level and Code**	**Level Descriptions**
Service Management Service Operation	Level 4 SCAD	**Security Administration (SCAD) -** Investigates identified security breaches in accordance with established procedures and recommends any required actions. Assists users in defining their access rights and privileges, and administers logical access controls and security systems. Maintains security records and documentation.

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