

Role Description

Cyber Security Officer



Customer
Service

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	Digital.NSW and Customer Service ICT / Cyber Security NSW
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	262112
PCAT Code	1336392
Date of Approval	March 2020

Primary purpose of the role

Undertakes a range of reviews, analysis, reporting, governance and administrative activities to support the development and delivery of business operations and reporting for Cyber Security NSW, in line with established policies, procedures and standards to support, continuous improvement and performance.

Key accountabilities

- Coordinate and manage records and databases, complying with administrative systems, processes and policies, to ensure that all information is accurate, stored correctly and accessible
- Establish processes and implement technical scanning in line with relevant standard policies and procedures to identify potential cyber security issues and threats
- Identify, interpret and analyses data to produce timely and actionable reports, visualisations and/or recommendations for customers and stakeholders to support evidence-based decision-making and minimise cyber security risks
- Contribute to the development of, implement and monitor systems, procedures, methods and tools, adapting processes and techniques as required, to facilitate efficient team/unit operations and security in line with agency standards, policies and procedures
- Provide a range of administrative and support services to meet the business needs of the team/unit

Key challenges

- Delivering quality services and negotiating workable timeframes, given competing client demands and priorities, the need to address unforeseen issues, the high volume of work and the need to work independently
- Collating and analysing large volumes of information and data to produce succinct and accurate reports and summaries given the variable data sources and sometimes variable quality of information
- Keeping up to date with the latest trends in IT and cyber security vulnerabilities and exploits while ensuring continuity of service

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> Escalate issues, keep informed, advise, receive guidance and instructions and propose solutions and provide updates Provide advice on systems and processes Participate in meetings and discussions to share information and provide input and feedback
Work team	<ul style="list-style-type: none"> Support the team, share information and provide input on issues Work collaboratively to contribute to achieving business outcomes
Clients/customers	<ul style="list-style-type: none"> Articulate the needs and requirements of the service and collaborate with to identify customer focused solutions, provide advice and regular updates Address/respond to queries to provide advice where possible, or redirect to relevant party for review and resolution Manage the flow of information, seek clarification and provide customer focused advice and responses to ensure prompt resolution of issues
External	
Clients/Customers	<ul style="list-style-type: none"> Articulate the needs and requirements of the service and collaborate with to identify customer focused solutions, provide advice and regular updates Address/respond to queries to provide advice where possible, or redirect to relevant party for review and resolution Manage the flow of information, seek clarification and provide customer focused advice and responses to ensure prompt resolution of issues

Role dimensions

Decision making

This role has autonomy and makes decisions under their direct control and refers to the team leader decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Cyber Security Team Leader or Manager

Direct reports

Nil

Budget/Expenditure

As per the Customer Service delegations

Key knowledge and experience

- Sound knowledge of introductory Information Security and/or Cyber Security principles and concepts

Essential requirements

- Must have, or be able to attain and maintain, baseline security clearance

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.




The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities


Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Personal Attributes</p>	<p>Manage Self</p> <p>Show drive and motivation, an ability to self-reflect and a commitment to learning</p>	<ul style="list-style-type: none"> 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 Stay motivated when tasks become difficult 	Intermediate
 <p>Relationships</p>	<p>Commit to Customer Service</p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> Focus on providing a positive customer experience Support a customer-focused culture in the organisation Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Cooperate across work areas to improve outcomes for customers 	Intermediate
 <p>Results</p>	<p>Deliver Results</p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> Seek and apply specialist advice when required Complete work tasks within set budgets, timeframes and standards Take the initiative to progress and deliver own work and that of the team or unit Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals Identify any barriers to achieving results and resolve these where possible Proactively change or adjust plans when needed 	Intermediate
	<p>Plan and Prioritise</p> <p>Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>	<ul style="list-style-type: none"> Understand the team and unit objectives and align operational activities accordingly Initiate and develop team goals and plans, and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals Accommodate and respond with initiative to changing priorities and operating environments 	Intermediate

FOCUS CAPABILITIES



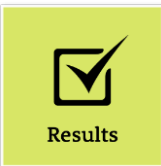
Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Business Enablers</p>	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies 	Intermediate

Complementary capabilities


Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 <p>Personal Attributes</p>	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 <p>Relationships</p>	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 <p>Results</p>	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational