

Role Description

Cyber Security Analyst



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 7/8
ANZSCO Code	262112
PCAT Code	2336392
Date of Approval	February 2019

Primary purpose of the role

Responsible for the provision of expertise and analysis to deliver intelligence and reporting on cyber security and threats in NSW. The role supports WoG responses to cyber security issues and risks to the NSW Government and contributes to strengthening the NSW Governments cyber security posture through the provision of advice on IT security, information security threats and risks and information security incidents.

Key accountabilities

- Monitor, identify assess and alert agencies to cyber security issues and threats including breaches and potential intrusion incidents.
- Use analysis tactics, techniques and procedures (TTPs) of threats to the government to determine attribution, motivation and capability.
- Produce timely and actionable intelligence and reporting on emerging cyber trends, threats and issues affecting NSW assets.
- Work collaboratively with internal and external stakeholders and vendors to monitor, detect, report and share cyber vulnerabilities, incidents, threats and trends.
- Investigate and assess security breaches within a defined area of responsibility to maintain the compliance with WoG cyber security policies and standards.
- Contribute technical expertise and knowledge to reporting on current and emerging cyber security risks and trends.
- Provide recommendations to improve cyber security across NSW Government.
- Identify stakeholder requirements, prioritise workload and manage team portfolios to meet agreed outcomes and timeframes.

Key challenges

- Maintaining up-to-date knowledge and understanding of current and the future NSW cyber security environment including threats and vulnerabilities to information, assets and services.
- Developing and maintaining positive stakeholder relationships to ensure oversight and value to cluster agencies from a WoG cyber security perspective.
- Ensuring work is completed to agreed timeframes while managing competing priorities and outputs.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• Escalate issues, keep informed, advise and receive instructions• Report on projects, issues, products and systems
Work team	<ul style="list-style-type: none">• Work collaboratively to contribute to achieving organisation's business goals• Participate in meetings to obtain the work group perspective and share information
Clients/customers	<ul style="list-style-type: none">• Resolve and provide solutions to issues• Guide and inform user population regarding relevant security practices and processes
External	
Stakeholders/Industry Professionals	<ul style="list-style-type: none">• Develop and maintain effective working relationships and open channels of communication to ensure• Consult, provide and obtain information• Address/respond to queries where possible, or redirect relevant party for review and resolution• Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues• Participate in forums, groups to represent the agency and share information• Participate in discussions regarding innovation and best practice
Vendors/Service Providers	<ul style="list-style-type: none">• Assist in the management of contracts and monitor provision of service to ensure compliance with contracts and service arrangements• Contact to provide and gather information and resolve routine issues.

Role dimensions

Decision making

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

Reporting line

IT Security Advisor

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service delegations

Essential requirements

The successful applicant must have, or be able to attain and maintain, baseline security clearance and willingness to undergo a Police check as a condition of employment





Capabilities for the role

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	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Adept
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Occupation / profession specific capabilities

Capability Set	Category and Sub-category	Level and Code
	Service Management, Service Operation, Service desk and incident management	Level 4 – USUP
	Service Management, Service Operation, Application support	Level 4 – ASUP
	Service Management, Service Operation, IP Operations	Level 3 – ITOP
	Solution Development and Implementation, Installation and Integration, Systems Installation/Decommissioning	Level 4 – HSIN

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.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues Listen when ideas are challenged and respond in a reasonable way Work through challenges Stay calm and focused in the face of challenging situations
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay 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 Co-operate across work areas to improve outcomes for customers
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and analyse information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness
Business Enablers Technology	Adept	<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 Identify opportunities to use a broad range of communications technologies to deliver effective messages

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> Understand, act on and monitor compliance with information and communications security and use policies Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business Support compliance with the records, information and knowledge management requirements of the organisation
		<ul style="list-style-type: none"> Perform basic research and analysis which others will use to inform project directions Understand project goals, steps to be undertaken and expected outcomes Prepare accurate documentation to support cost or resource estimates Participate and contribute to reviews of progress, outcomes and future improvements Identify and escalate any possible variance from project plans

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-Category	Level and Code	Level Descriptions
Service Management, Service Operation, Service desk and incident management	Level 4 – USUP	Ensures that incidents and requests are handled according to agreed procedures. Ensures that documentation of the supported components is available and in an appropriate form for those providing support. Creates and maintains support documentation.