

Role Description

Senior Manager ICT Security

Classification/Grade/Band	TSSM
Senior Executive Work Level Standards	Professional / Technical / Specialist
ANZSCO Code	262111
PCAT Code	1226263
Date of Approval	November 2020

Primary purpose of the role

Lead the development, implementation and assessment of cyber and information security strategies, solutions, policies and standards. Design reporting protocols and risk assessments to ensure compliance to protect the business from security threats. Lead programs to increase cyber awareness across the business.

Provide high level advice and support to the Chief Information Officer and the STA Executive on cyber vulnerabilities, both in technologies and business practices.

Lead the design of solutions that align with Transport's IT Security standards and policies and industry best practice.

Key Accountabilities

- Leadership - Provide leadership, direction and specialist technical advice and support to the IT Operations team in the delivery of high quality professional services and programs.
- Strategy – Develop, deliver and maintain a security strategy that addresses current and future business needs and provides a framework to resolve security threats.
- Stakeholder Relationships – Build and maintain relationships with internal and external stakeholders to influence outcomes and promote engagement.
- Advice – Provide expert advice on security strategies, solutions and integrations for end-point security, hosting security, email security, gateway security, network security, encryption and cloud security.
- Security Policies and Standards – Develop cyber and information security control policies and standards. Put in place review mechanisms to monitor implementation and ensure compliance across Operational IT.
- Incident response – Provide expertise to the resolution of security incidents, ensuring incident management processes are followed and directing remediation/recovery processes. Provide an operational security monitoring/assessment capacity as required by the team and for projects.
- Awareness - Build and promote security practices with State Transit, Vendors and customers that wins understanding and support.
- Change Management –Facilitate change which supports both the vision for IT and the development of customer focused change strategies, programs and initiatives.
- Projects – Lead or contribute to projects to ensure that security design, testing and implementation comply with Transport's IT Security standards and policies and industry best practice.

- Reporting - Design, implement and monitor reporting mechanisms to track current and emerging cyber risks, and highlight areas of exposure. Develop evidence based options and recommend solutions to resolve issues and mitigate risks.
- Risk Management - Lead ICT security risk assessments on new and existing infrastructure including the recommendation of mitigation strategies and design practical business processes and technical solutions
- Safety – Implement all required actions assigned to the position in State Transit’s Safety Management System (SMS), summarised in the Work Instruction WHS Responsibility, Authority & Accountability Matrix (WI 50.09.01).
- Risk Management – Take responsibility and be accountable for own actions, understand and act within levels of authority. Identify issues that may hinder completion of tasks and find appropriate solutions.
- Quality Improvement – Identify ways to improve systems or processes which are used by the team.

Key challenges

- Develop and sustain collaborative business partnerships with internal and external stakeholders to build effective working relationships and develop security solutions.
- Maintain up to date knowledge of emerging security issues while providing timely and relevant advice on best practice in regard to cyber security preparedness and awareness techniques
- Building and promoting security practices with State Transit, Vendors and customers that wins understanding and support, as well as promoting security awareness throughout State Transit;

Key relationships

Who	Why
Internal	
Chief Information Officer	<ul style="list-style-type: none"> • As a direct report, provide expert advice and recommendations operational matters for cyber security and compliance. • Identify emerging issues / risks and their business implications and develop solutions.
Manager ICT Quality and Service Delivery	<ul style="list-style-type: none"> • Collaborate on building required security policies, standards enabling more effective security solutions
Manager Systems Architecture & Commercial	<ul style="list-style-type: none"> • Collaborate to undertake security assessments on projects and solutions
Business Units	<ul style="list-style-type: none"> • Monitor and review compliance with Security policies and standards and providing solutions for where vulnerabilities have been identified
PM, Risk & Quality	<ul style="list-style-type: none"> • Collaborate on technology risk assessments to ensure effective ways of performing security risk assessments are developed, implemented and reviewed.
Head of IT Operations	<ul style="list-style-type: none"> • Consult and collaborate to identify opportunities for improving existing operational security • Manage the outputs of the Operations team to ensure compliance and best practice is undertaken in all aspects of infrastructure and application management • Lead, guide and support all team members to guide, influence and achieve implementation of initiatives and projects

Who	Why
	<ul style="list-style-type: none"> Set performance expectations and manage team performance and development Allocate project roles associated with the ICT Decision Support program or services as required
External	
Enterprise Security Architecture	<ul style="list-style-type: none"> Collaborate on strategic security solutions for STA
Infrastructure Architecture & Strategy	<ul style="list-style-type: none"> Collaborate on identifying opportunities for integration and automation specific to Security

Role dimensions

Decision making

Nil

Reporting line

This position reports directly to the Chief Information Officer

Direct reports

- Head of IT Operations
- Senior Technical Analyst X 2
- Network Manager

Budget/Expenditure


Nil

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

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
	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Advanced
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Advanced
	Procurement and Contract Management	Foundational
	Project Management	Intermediate
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	Adept	Adept

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	Intermediate	
Display Resilience and Courage		<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
Personal Attributes	Adept	
Act with Integrity		<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so Demonstrate professionalism to support a culture of integrity within the team/unit Set an example for others to follow and identify and explain ethical

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<p>issues</p> <ul style="list-style-type: none"> • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> • Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Relationships Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> • Utilise facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements • Keep discussion focused on the key issues
Results Deliver Results	Advanced	<ul style="list-style-type: none"> • Drive a culture of achievement and acknowledge input of others • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control output of business unit to ensure government outcomes are achieved within budget • Progress organisational priorities and ensure effective acquisition and use of resources • Seek and apply the expertise of key individuals to achieve organisational outcomes
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Consider future aims and goals of the team/unit and organisation when prioritising own and others' work

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> 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	Advanced	<ul style="list-style-type: none"> Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues Work through issues, weigh up alternatives and identify the most effective solutions Take account of the wider business context when considering options to resolve issues Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements Implement systems and processes that underpin high quality research and analysis
Business Enablers Technology	Advanced	<ul style="list-style-type: none"> Show commitment to the use of existing and deployment of appropriate new technologies in the workplace Implement appropriate controls to ensure compliance with information and communications security and use policies Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes Implement and monitor appropriate records, information and knowledge management systems protocols and policies
People Management Manage Reform and Change	Adept	<ul style="list-style-type: none"> Define and clearly communicate roles and responsibilities to achieve team/unit outcomes Negotiate clear performance standards and monitor progress Develop team/unit plans that take into account team capability, strengths and opportunities for development Provide regular constructive feedback to build on strengths and achieve results Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way Monitor and report on performance of team in line with established performance development frameworks