

Role Description

Senior SecOps Engineer

Role Description Fields	Details
Cluster	Education
Department/Agency	NSW Department of Education
Division/Branch/Unit	Information Technology – Identity Access Management
Role number	199179
Classification/Grade/Band	Clerk Grade 9/10
Senior executive work level standards	Not Applicable
ANZSCO Code	261399
PCAT Code	1226892
Date of Approval	29 October 2024
Agency Website	education.nsw.gov.au

Agency overview

At the NSW Department of Education, we educate and inspire lifelong learners – from early childhood, through schooling to vocational education and training.

We ensure young children get the best start in life by supporting and regulating the early childhood education and care sector. We unlock excellence and unleash the potential of two-thirds of school children in NSW. We're proudly public and the largest education system in Australia. We nurture opportunities for every learner to develop the skills needed for their chosen career path, helping shape the industries of tomorrow.

We respect and value Aboriginal and Torres Strait Islander peoples as First Peoples of Australia

Primary purpose of the role

The Senior SecOps Engineer provides subject matter expertise in configuring and implementing software solutions

Key accountabilities

- Provide comprehensive, in-depth solution advice within a high-performance technical team, to deliver complex and scalable technology solutions to comply with industry best practice and meet the requirements of the business.
- Consult and collaborate with the Manager SecOps and Principal SecOps Engineers in the development of operational plans, processes, standards and procedures to meet operational objectives.
- Ensure all software solutions activities are undertaken in compliance with the units' processes and procedures to align with industry best practice and meet Departmental requirements.
- Prepare accurate and timely performance reports to inform the Manager, Sec Ops and meet, the Director, Identity and Access Management and other senior management's requirements.
- Ensure all reporting documentation complies with the units' regulatory requirements and is recorded and maintained in accordance with Departmental protocols.
- Work collaboratively with key stakeholders, vendor representatives and other IT teams and experts to identify, define and ensure technology solutions meet the business's requirements.

- Provide technical advice and expertise to the team in the investigation, diagnosis and resolution of service problems.

Key challenges

- Developing and maintaining effective relationships with stakeholders with competing priorities and expectations, whilst ensuring consistent, high quality and timely project delivery.
- Implementing new strategic initiatives, in a complex, and diverse environment.
- Sustaining stakeholders focus on enforcing and maintaining cyber security as a core principle their business operations.

Key relationships

Internal

Who	Why
Manager, SecOps	<ul style="list-style-type: none"> • Receive priorities, expectations and standards • Set priorities, monitor tasks and projects, and receive ongoing feedback
Principal SecOps Engineers	<ul style="list-style-type: none"> • Discuss business objectives, priorities, projects and issues arising • Provide specialist technical advice / expertise to inform decision making and challenge current thinking
Service managers and staff	<ul style="list-style-type: none"> • Build and maintain collaborative working relationships to resolve technical and/or service delivery issues • Share technical advice and subject matter expertise
Departmental managers and staff	<ul style="list-style-type: none"> • Liaise effectively to ensure effective service / project delivery • Provide technical advice and subject matter expertise
Cyber Operations Team	<ul style="list-style-type: none"> • Liaise effectively to ensure quality cyber security controls are in place • Prioritise rapid responses to cyber security incidents

Role dimensions

Decision making

Exercises high-level, independent judgement and initiative in prioritising work to achieve business unit deliverables.

Consults with the Manager SecOps on sensitive, high-risk or business critical matters to agree on a suitable course of action

Reporting line

Manager, SecOps

Direct reports

TBC

Budget/Expenditure

In accordance with departmental delegations.

Key knowledge and experience

- Substantial experience in the configuration and implementation of software solutions.

- Knowledge of and commitment to implementing the Department's Aboriginal Education Policy and upholding the Department's Partnership Agreement with the NSW AECG and ensuring quality outcomes for Aboriginal people.

Essential requirements

- Industry certification in relevant technologies or equivalent industry experience.
- Demonstrated understanding of and commitment to the value of public education.

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

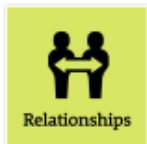
Focus capabilities

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
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation 	Adept

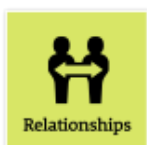


Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Take responsibility for delivering high-quality customer-focused services
- Design processes and policies based on the customer's point of view and needs
- Understand and measure what is important to customers
- Use data and information to monitor and improve customer service delivery
- Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
- Maintain relationships with key customers in area of expertise
- Connect and collaborate with relevant customers within the community

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Work Collaboratively

Collaborate with others and value their contribution

- Recognise outcomes achieved through effective collaboration between teams
- Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government
- Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions
- Network extensively across government and organisations to increase collaboration
- Encourage others to use appropriate collaboration approaches and tools, including digital technologies

Advanced



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

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Technology








Understand and use available technologies to maximise efficiencies and effectiveness





- Champion the use of innovative technologies in the workplace
- Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies
- Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes
- Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes
- Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies

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.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept

	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
	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	Adept
	Project Management	Understand and apply effective planning, coordination and control methods	Adept