Senior Security Administrator
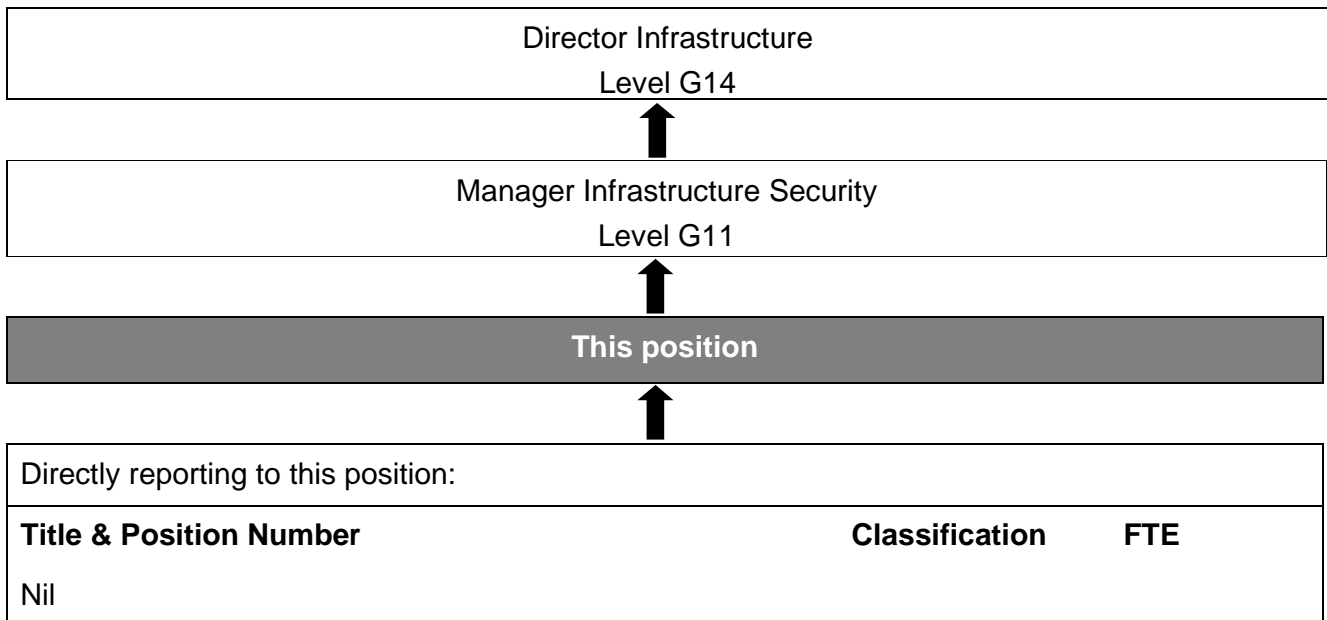
Position number	00013617
Classification	HSO Level G8
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	ICT
Function	Infrastructure
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As part of the Health Support Services (HSS) Infrastructure Business Unit, the Senior Security Administrator is responsible for implementing, managing, monitoring, and reporting on security infrastructure and associated application service; and:

- Level 3 technical support
- Project implementation
- Continuous process/service improvement
- ICT Service management (Requests, Incidents, Changes, Problems)
- Risk Identification/management/escalation
- Architectural advisory
- Security Incident Management
- Coordinate vulnerability management practices

REPORTING RELATIONSHIPS:

Director Infrastructure
Level G14

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Manager Infrastructure Security
Level G11

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This position

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Directly reporting to this position:

Title & Position Number	Classification	FTE
Nil		

On 1 July 2016, in accordance with the *Health Services Act 2016* (WA), Health Support Services (HSS) was established as a Chief Executive-governed Health Service Provider that is a statutory authority accountable for the delivery of corporate support services.

HSS is committed to enhancing customer experience by delivering high quality shared services to customers, including financial, ICT, supply and workforce services within a dynamic and complex environment. HSS strives to create value for customers through economies of scale as well as centres of expertise, and to provide services that are simple, reliable and responsive for its customers.

HSS actively seeks to empower a "Think Customer First" culture with skilled, motivated and experienced teams of people that continually seek to understand the needs of customers and to improve efficiency, processes and procedures, and add value for customers.

With a commitment to equity and diversity, relationships are based on trust, mutual respect and the acceptance of responsibility and accountability. HSS is committed to employee career development and professional learning.

HSS BUSINESS PLAN FOR 2019-21

Our Business Plan for 2019-21

Purpose	We support our customers to provide excellent health care Overarching KPI = Customer Satisfaction Score (CSAT)

Values	Think customer first	We promise, we own, we do	We will find a way	We make a difference together

Objectives	SIMPLE Simplifying the customer experience	RELIABLE Consistently delivering a high quality service to our customers	RESPONSIVE Responding to our customers' needs and expectations
KPIs	Customer Effort Score	SLA Performance Service Agreement Performance Financial Performance Customer Driven Program Delivery	Culture Score Employee Engagement Score Transform2021 Performance

Priority Themes	Operating Model	Business Performance	Customer Experience	Culture and Capability
Key Activities	Completing the design and implementation of the remainder of our new Operating Model (and organisation structure).	Focusing on the Transform2021 program, and consolidating all other change and improvement initiatives, to drive better performance across our core services.	Working to improve our customers' experiences, including enhanced customer service skills, systems and processes.	Ensuring our people are equipped with the right set of capabilities and behaviours to support our business objectives.

BUSINESS UNIT ROLE:

The ICT Business Unit provides solution development, implementation, transition and operations support for the WA health system's clinical and corporate business systems. This includes the strategic planning, architecture and ongoing management of the WA health system's ICT network, applications and infrastructure, provision of ICT support to WA health system customers and the management of ICT security and risk (including security of patient data). ICT is also responsible for overseeing all major projects and programs relating to ICT across the WA health system including technology migration, upgrade and implementation.

POSITION RESPONSIBILITIES:

HSS Participation:

- Treats customers well, responds to telephone calls and emails in a timely fashion. Is reliable in following up queries and complaints.
- Takes responsibility for one's own work, ensuring approved procedures are followed and deadlines met.
- Contributes to the well-being and achievements of the team.
- Participates in performance development activities. Strives to improve one's own performance.
- Contributes to business improvement and change management activities.
- Undertakes all duties in accordance with the WA Health Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.

Role Specific Responsibilities and Key Outcomes:

- Provide escalated and enhanced technical support and advice in the design, implementation and management of ICT security services for WA Health including firewalls, intrusion prevention, network administration, virus protection, security information and event management, forward and reverse proxy, DNS, remote access, e-mail gateways and Internet services.
- Engagement and coordination of 3rd party vendors and partners for the delivery of augmented services (outsourced services)
- Develop and maintain security infrastructure processes, procedures and documentation.
- Review ICT infrastructure and application activities to ensure the implementation of security safeguards in line with WA Health ICT security policies and any applicable legislation.
- Undertake software installation, testing and promotion activities in line with established release and change management procedures.
- Perform complex problem analysis and fault resolution activities in relation to all services provided by the HSS Security Services team.
- Monitor the performance and capacity of ICT security related infrastructure and recommend enhancements where necessary to ensure the optimal protection for WA Health's information assets.
- Contribute to the development of disaster recovery procedures for all services provided by the HSS Security Services team.
- Provide security related technical advice on the maintenance of ICT infrastructure, including hardware, operating systems and other systems' software.

ESSENTIAL CRITERIA:

1. Demonstrable experience with ICT Security infrastructure services, including Firewalls, Remote Access services, Router/Switch management, Proxy, and Anti-Virus.
2. Demonstrable 3rd party vendor / partner previous experience with a Tier 1 Partner.
3. Demonstrable ability to participate in implementation, upgrades, and replacement of ICT Security infrastructure services and associated application services including documentation and change management.
4. Ability to demonstrate competency in fault finding and resolution both independently, and as part of a team, demonstrating use of initiative, problem management skills, and escalation as required.
5. Understanding of the OSI model and demonstrated and in-depth knowledge of protocols used at each layer.
6. Good interpersonal, negotiation and customer service skills and ability to work as a member of a team.

DESIRABLE CRITERIA:

1. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment and service delivery.

APPOINTMENT FACTORS

Appointment is subject to:

- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity Check
- Pre-Employment Health Assessment

The details contained in this document are an accurate statement of the deliverables and other requirements of the job.

DIRECTOR HR & CAPABILITY	**EXECUTIVE DIRECTOR**
SIGNATURE _____	SIGNATURE _____
DATE _____	DATE _____