



Security Administrator

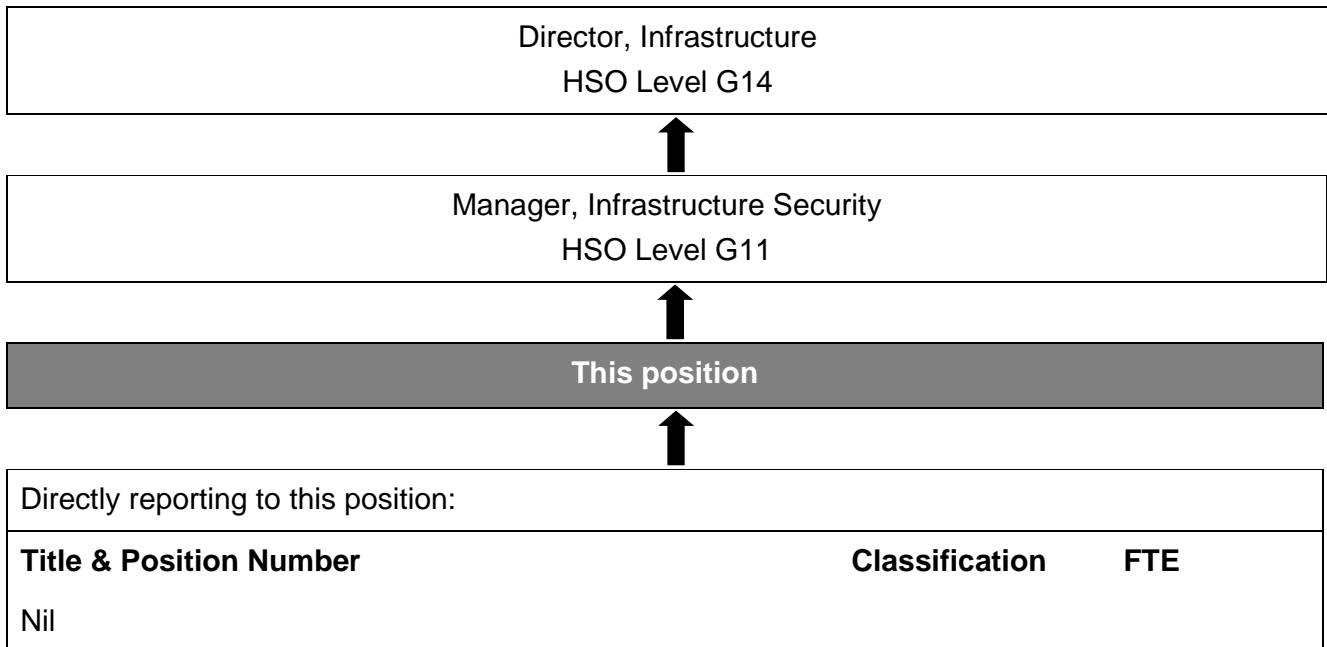
Position number	00009284
Classification	HSO Level G7
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	ICT
Function	Infrastructure
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As part of the Health Support Services (HSS) Infrastructure Business Unit, the Security Administrator is responsible for:

- Level 2 Technical support
- Project support
- Continuous process/service improvement
- ICT Service management (Requests, Incidents, Changes)
- Risk identification
- Security incident support
- Support vulnerability management practises

REPORTING RELATIONSHIPS:



ORGANISATIONAL CONTEXT:

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



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 and continues to enhance and proactively develops procedures.
- Participates in performance development activities. Strives to improve one's own performance.
- Contributes to business improvement and change management activities.
- Demonstrated commitment to continuous improvement and achievement of targets agreed to and recorded in the PDMS.
- 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 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.
- Develop and maintain support infrastructure 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.

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Demonstrable experience with ICT Security infrastructure services, including Firewalls, Remote Access services, Router/Switch management, Proxy, and Anti-Virus.
2. Demonstrable ability to participate in implementation, upgrades, and replacement of ICT Security infrastructure services and associated application services including documentation, and change management
3. 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.
4. Understanding of the OSI model and demonstrated and in-depth knowledge of protocols used at each layer.
5. 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 _____