Department of **Education**

GOVERNMENT OF WESTERN AUSTRALIA

Job Description Form

Cyber Security Manager

ICT Operations and Customer Service

Position number	00041057
Agreement	Public Sector CSA Agreement 2019 (or as replaced)
Classification	Level 8
Reports to	Director, ICT Operations and Customer Service (Level 9)
Direct reports	Cyber Security Consultant (Level 6) Cyber Security Officer (Level 5)

Context

Education Business Services (EBS) is the key provider of professional business services and support for Western Australian public schools, statutory boards and divisions of the Department. These highly valued services are delivered through the areas of finance, information and communication technologies (ICT), and infrastructure. We continually strive to enhance the capability and responsiveness of our staff, systems and processes across the organisation to deliver high quality education.
We are committed to contemporary work practices and adhere to the following service delivery principles:

Responsive: We respond to and reflect the needs of our customers.
Flexible: We are flexible and understand that our customers are not all the same.
Transparent: We are clear and open about our services, processes and decision making.
Accountable: We hold ourselves to high standards and deliver on our commitments.
Collaborative: We work in partnership with our customers.

Delivery of Information and Communication Technology (ICT) services provides support for the Department's educational outcomes by developing initiatives and technical support strategies to ensure all 800 Western Australian public schools can be individual, distinctive and responsive to their local communities while still benefiting from being part of a system.

The ICT Operations and Customer Service Directorate is part of the ICT Division and is the primary entry point to ICT for any responses to operational issues, requests or problems customers of ICT may have. As the highest frequency contact point for customers in many respects it is the 'face' of ICT.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

Specialist Services

- Provide expert knowledge and leadership to the Director and the agency in setting clear, achievable direction for Cyber Security strategy.
- Manage the development and administration of the Department’s cyber security posture to meet current and future business requirements including technology, governance and methodology elements.
- Provide expertise, direction and guidance on the development, review and maintenance of ICT Management, ICT Disaster Recovery and ICT Business Continuity plans.
- Provide expert advice on the implementation of protocols and solutions that balance the unique risk factors associated with the school environment and the application requirements of the varied users.
- Undertake research to maintain expert level awareness of new technology, threat intelligence and governance cyber security options relevant to achieving the Department’s and Government’s strategic and operational goals.
- Manage a robust risk and change management process to ensure the agency is aware of and takes remedial action for all cyber security risk and changes.
- Oversee internal information/cyber security audit and compliance activities including regular security reviews, risk assessments and compliance testing to ensure compliance with Department of Education and State Government directions.
- Reporting on non-compliance of information/cyber security standards and policies to the relevant portfolio head and provide appropriate solutions / make decisions on recommendations.

Client and Stakeholder Management

- Provide consultancy services to development groups and other internal and external stakeholders regarding information system cyber security needs.
- Build and maintain strong working relationships with key internal and external stakeholders in order to maintain business knowledge, understand prioritisations and effectively liaise, consult, negotiate and collaborate to achieve these.
- Communicate and Publicises the cyber security strategy and oversees the training program for staff to ensure ongoing awareness/ education of security risks within the Education Department.
- Work collaboratively with department heads and third parties to ensure cyber security considerations are recognised and complied with during planning stages and implemented on all projects and programmes.
- Oversee the management of vendors, suppliers, service providers and technical specialists, resolving escalated issues when necessary.

Leadership and Management

- Provide strategic direction and leadership to the branch, and develops, coaches and manages others to ensure achievement of key deliverables.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and EBS goals and facilitates accomplishment of designated roles and deliverables.
- Lead and inspire an environment of customer focus, excellence in delivery, high performance, and accountability within a team environment that values and recognises the contribution of all members.
- Provide effective leadership with regard to corporate policies and procedures, models and ensures staff demonstrate expected behaviours, aligned with both departmental and broader public sector Codes of Conduct and legislative requirements.

- Ensure allocated human, financial and physical resources for the section are managed effectively within policy and budget parameters against agreed targets, performance standards and objectives.

Selection criteria

1. Demonstrated substantial knowledge and experience in the identification, assessment and management of ICT security, threat intelligence, risk factors, and related technology architecture with specific knowledge and experience relevant to a large corporate or government environments using cloud-based technologies.
2. Demonstrated substantial knowledge and understanding of Australian cyber security standards and other internationally accepted industry standards.
3. Demonstrated high-level knowledge of and experience in providing strategic information technology consulting services within a large corporate or government environment.
4. Demonstrated high-level verbal and written communication and interpersonal skills with the ability to effectively liaise with key internal and external stakeholders at a senior level and to build and maintain strong relationships.
5. Demonstrated ability to lead and manage teams and allocated effectively to achieve strategic objectives.
6. Demonstrated high-level analytical and conceptual skills with the ability to provide innovative solutions to complex cyber security problems.

Eligibility and training requirements

Employees will be required to:

- hold a tertiary qualification in an information technology/management or related discipline or equivalent extensive experience
- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department’s induction program within three months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department’s training in Accountable and Ethical Decision-Making within six months of appointment.

Certification

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

ENDORSED

Date	21 December 2020
Reference	D20/0667444