Our Purpose
To provide safe, customer-focussed, integrated and efficient transport services.

Position Title	**Level**	**Position Number**
Security Operations Centre Analyst	6	36205 (Nominated)
Division/Directorate	**Branch/Section**	
Network and Infrastructure	Operational Systems and Technology	
Effective Date	**Health Task Risk Assessment Category**	
November 2021	5	

Reporting relationships

Superordinate: Security and Operations Centre Team Leader, Level 7
Subordinates: No Direct Reports

Key role of this position

The Security Operations Centre Analyst safeguards access to all IT managed systems across the Public Transport Authority (PTA). This position ensures access is authorised, registered and controlled to prevent accidental or malicious damage to data and equipment. The position is also responsible for supporting security standards, policies and ensuring all current practical security measures are implemented, tested and are kept current and fully documented.

Core duties and responsibilities

Leadership and Management
- Assists with the security direction for the Divisional Strategic and Branch Plans to ensure it is relevant for the business outcomes the PTA is seeking to achieve.
- Provides technical and strategic advice to support the branch, division and PTA technological options relevant to security activities.
- Liaises with all the information Technology Branch as a whole to ensure that security issues are considered in relation to IT business operations.
- Provides information security advice to the Executives, Information Technology Branch Managers, Auditors and staff on security solutions relating to the IT Infrastructure and Services.
- Assists in the development of Risk Management, Business Continuity and Disaster recovery Plans that support the IT Branch and the PTA.
- Escalates security concerns to the Security Architect and Architecture and Governance Manager in a timely manner.

Business Improvement
- Analyses performance and availability of the PTA's IT Security Systems and Services, identifies problem areas, designs, proposes and implements solutions to enhance these IT Security Systems and Services.

- Researches Information Security trends, particularly in regard to networks that support Windows and Unix Server operating systems, assesses and recommends appropriate mitigation for infiltration security vulnerabilities and security incidents for all PTA IT architecture.

Operational Effectiveness
- Participates in the creation and maintenance of Information Technology procedures and standards.
- Coordinates the testing of new security patches across all IT infrastructures on the PTA network.
- Coordinates the installation of the latest anti-virus updates, agents and software on the PTA network.
- Monitors the Joiner, Mover and Leaver (JML) process for all PTA user accounts.
- Initiates and leads projects designed to position the PTA to be able to respond to security breaches, IT trends and to protect the PTA's computer facilities, data resources and assets.
- Provides security reporting as required including Internet usage and excessive or inappropriate use and coordinate auditing activities across the PTA.
- Undertakes investigation of security breaches and reports on outcomes.

Service Delivery
- Monitors and protects PTA Operational Systems and Technology against cyber threats to the organisation, escalating where appropriate.
- Contributes to the development and measurement of Service Level Agreements and Operational Level Agreements.
- Develops and sustains strong effective working relationships with colleagues, customers and clients.
- Contributes to the provision of IT security awareness to the PTA workforce.

Project Delivery and Support
- Assists in the preparation of business case documentation for new technology systems or improvements to current systems.
- Provides technical expertise on PTA technology projects as required.

Other Duties
- Represents the Branch and/or manager at meetings as required.
- Other duties as directed.

SELECTION CRITERIA

1. **Core Competencies**
   - Possession of an information Security related qualification or extensive recent experience in an IT Security role.
   - Demonstrated experience of system administration, maintenance, support and design of network, server operating systems, software and hardware in a Windows / UNIX servicer environment.
   - Substantial knowledge of and experience in:
     - Client service delivery and practices within an ITIL service delivery framework
     - Security administration, monitoring and reporting in Microsoft Windows and UNIX environments
     - The creation and maintenance of technical documentation
     - Current Web data security protocols, standards and practices.

2. **Conceptual, Analytical and Problem Solving**
   - Well developed conceptual and analytical skills including the ability to analyse information and data and provide reports relating to the findings.

3. **Organisation**
   - Well developed organisational skills, including the ability to achieve agreed targets and timelines through the use of effective people management.

4. **Leadership and Management**
   - Well developed leadership skills, including the ability to engage people and generate support towards effective IT security principles.

5. **Communication and Interpersonal**
   - Well developed communication skills (written, verbal and interpersonal) including the ability to develop team skills and to develop a rapport with internal and external stakeholders.

6. **Personal Attributes**
   - Encourages and promotes a commitment to public service values and professionalism by exhibiting personal integrity, advocating self-development and acting with integrity at all times.

7. **Special Requirements**
   - Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position.
   - Provision of a current National Police Clearance certificate, dated 3 months or less from the date of application for the position.

Certification

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

Managing Director / Executive Director / General Manager

…………………………………….. …………………………………..
Signature **Date**

Employee

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the PTA's Code of Conduct and the PTA's Values.

…………………………………….. …………………………………..
Signature **Date**