



Position Title: Manger, Security Incident and Event Management

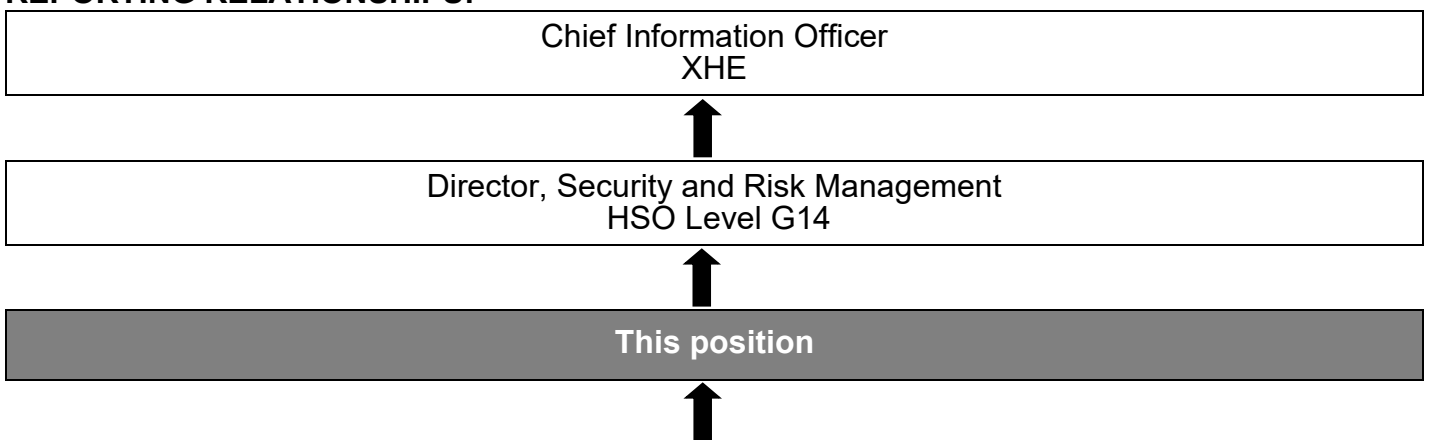
Classification	HSO Level G11
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	ICT
Function	Security and Risk Management
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As part of the Health Support Services (HSS) ICT Business Unit, the Manager, Security Incident and Event Management is responsible for:

- Delivery and management of systems and processes required to ensure an effective and efficient information security threat and event management service is provided across WA Health.
- Contributing to the reduction of risk of both accidental and malicious data disclosure.
- Operational oversight of identification, monitoring and reporting on information security related matters including information security policy, process, design and implementation of security alerts and reports using knowledge of event source logs and network packet data.

REPORTING RELATIONSHIPS:



Directly reporting to this position:

Title	Classification	FTE
ICT Security Analyst	HSO Level G7	4+

ORGANISATIONAL CONTEXT:

Health Support Services (HSS) is the shared services centre for the WA public health system. We provide a suite of services to more than 50,000 employees across WA's public health services and hospitals. Our services include:

- Information, communication and technology services (ICT)
- Procurement and supply
- Workforce services, including payroll, recruitment and appointment and workforce data
- Financial services
- Delivery of customer-driven programs and projects

Our vision is to provide great services to our customers, be known as a valued partner, and support the health of all Western Australians. We seek to achieve this by delivering on our purpose of supporting our customers to provide excellent health care.

Whether you work in our corporate offices, at our customer sites, or out at our warehouses – collectively, our focus is on providing simple, reliable, responsive and sustainable services.

We are a workforce of over 1,200 innovative, dedicated and enthusiastic people. We embrace diversity and believe that our best services come from a workplace where varied perspectives and experiences are welcomed and encouraged.

We are undergoing a major business transformation to establish HSS as a modern shared services organisation and we're seeking the right people to grow our team. It is an exciting time in the health sector and a defining period for HSS.

HSS VALUES



We put our customers at the heart of what we do



We value and care for each other



We promise, we own, we do



We will find a way



We make a difference together

Our values guide our behaviours and the way we interact with our customers and each other.

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).

POSITION RESPONSIBILITIES:

HSS Leaders and Managers:

- Contributes to the strategic and operational governance of the Health Support Services as a member of the extended leadership team.
- Contributes to the setting of strategic business direction and the achievement of corporate goals, including quality improvement, and the development of a dynamic, innovative and “customer-centric” organisational culture.
- Contributes to the Health Support Services transformation and continual improvement objectives through constructive transactions with stakeholders and customer agencies.
- Empowering leadership and direction of the relevant area, ensuring objectives are transformed into actions and goals are achieved.
- Contributes to the effective working and image of Health Support Services as a team supporting the achievement of the broader WA health system’s objectives.
- As a leader, at all times models behaviour consistent with organisational values, including probity and accountable and ethical decision-making.

HSS Management:

- Promotes a customer-focused culture and a team-based approach based on the Health Support Services values and strategic priorities.
- Champions collaboration, continual improvement and quality management.
- Builds and supports alliances with stakeholders, customer agencies and within Health Support Services to enable the achievement of the organisation’s operational and transformational priorities.
- Ensures the work environment is safe, fosters equity and diversity, and enables the achievement of personal and team goals.
- Allocates resources (including financial and human) to achieve optimum effectiveness and efficiency in the delivery of outcomes within service, cost and time expectations.
- Mentors and develops staff and teams to ensure the organisation meets executive, stakeholder and customer expectations.
- Identifies and mitigates risks to current and future service delivery.
- Provides subject expert advice to the Senior Leadership Team where relevant.
- Ensures all contracted services meet agreed timelines, outcomes, deliverables, and are achieved within agreed budget.

HSS Participation (Self):

- Maintains the HSS “customer-centric” culture and demonstrate a constant approach to the organisation, values and behaviours.
- Contributes effectively to business improvement and change management activities.
- Undertakes all duties in accordance with the WA health system’s Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.
- Proactively contribute in maintaining the HSS Occupational Safety and Health Management (OHS) Framework.
- Takes personal accountability of own performance, and participates in all performance development activities.
- Collaboratively engages with team members, encouraging discussion whilst harnessing different viewpoints creating positive outcomes for key stakeholders.

Role Specific Responsibilities and Key Outcomes:

- Support the design and definition of a digital information security event monitoring strategy.
- Support the implementation of the event monitoring strategy, including appropriate processes and tools.
- Lead and manages the digital information security analytical team in line with operational objectives and priorities.
- Responsible for the creation and implementation of policies, procedures, and processes for managing and maintaining information security systems across HSS and WA Health.
- Contribute to the reduction of risk of both accidental and malicious data disclosure.
- Lead the design, building, testing and implementation of information security alerts and reports using knowledge of event source logs and network packet data.
- Responsible for analysis of information security breaches to determine their root cause, design mitigation plans and implements these to prevent breaches occurring in future.
- Plan, implement and upgrade information security measures and controls.
- Facilitate consultancy, recommendations and installation of appropriate tools and countermeasures.
- Contribute to the development and facilitation of Information Security awareness training.
- Ensure performance of routine system administration and maintenance on local or remote devices.
- Liaise with supplier representatives to resolve issues and evaluate information security products.
- Proactively analyse, troubleshoot, and resolve network security issues.
- Oversee system installations, upgrades, training, monitoring and analysis.
- Work closely with the incident response teams to implement cyber monitoring solutions.
- Monitor system performance and implementing security performance tuning.
- Lead projects to introduce new cyber monitoring capabilities and upgrade/replace existing.
- Liaise with relevant central agencies and WA Health and industry stakeholders to build and foster strong relationships.
- Collaborate closely with business units as well as third party providers.

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Experience of developing and continually improving a digital information security event and vulnerability management capability.
2. Demonstrated experience in technical analysis for identifying malicious items and security threats.
3. Working knowledge of IT service principles and frameworks including ITIL, process tools, frameworks, and best practice methods.
4. Extensive knowledge of common Information Security management frameworks.
5. Highly developed communication skills including the ability to understand and clarify complex information and communicate effectively across multiple levels both verbally and written as well as build relationships with stakeholders.
6. Highly developed analytical, conceptual and problem-solving skills to determine root cause and deliver solutions.
7. Ability to research, plan and deliver projects.
8. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment and service delivery.

DESIRABLE CRITERIA:

1. Tertiary qualification or a related business discipline with relevant IT Risk/ Audit qualifications.
2. Sound understanding of ICT security threats, trends and technologies in the healthcare domain.
3. Experience working on a Computer Emergency/Incident Response Team (CERT/CIRT).

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.

Version control	Description	CRC Approval Date	Registered Date
Vs 2.0	JDF Amended	31/08/2020	31/08/2022