



METROPOLITAN
CEMETERIES BOARD



JOB DESCRIPTION FORM

OUR VALUES: Compassion, Respect, Understanding and Integrity



Manager Information Technology Operations and Cybersecurity

Classification: Level 6

Division: Strategy and Planning

Position Number: 1037

Directorate: Digital Infrastructure and Services

Location: Metropolitan sites

FTE Managed: 3

Leadership Context: Leading Others

Award/Agreement: GOSAC/PSCSA Agreement 2022 (as amended)

About the position

The [Manager of Information Technology \(IT\) Operations and Cybersecurity](#) is responsible for managing all IT hardware and software and the cybersecurity at MCB. This includes managing end-user devices, network and communication administration, help desk services, application services delivered to users and operations service delivery from suppliers. Managing cybersecurity includes protecting the IT infrastructure, data, networks and connected devices as well as monitoring and responding to cyber-attacks and preventing data breaches.

About the Metropolitan Cemeteries Board

The Metropolitan Cemeteries Board (MCB) is a statutory authority responsible for the sustainable management of cemeteries in the Perth metropolitan area: Fremantle, Guildford, Karrakatta, Midland, Pinnaroo Valley Memorial Park, Rockingham Regional Memorial Park and Gnangara Aboriginal Cemetery.

The MCB is a leader in cemetery management, delivering caring and sensitive experience with burial, cremation, memorialisation, community engagement and record keeping services, and is responsible for the licensing of Funeral Directors and Monumental Masons operating at MCB cemeteries.

Corporate responsibilities

- Works within corporate policies and procedures, acts with integrity and demonstrates ethical behaviours with the MCB Code of Conduct.
- Takes reasonable care to protect your own health and safety at work, and that of others by co-operating with the health and safety policies and procedures and complying with applicable work health and safety legislation.
- Performs other duties as required.
- Current and valid 'C' drivers license, or equivalent.



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What the position involves

IT Operations

- Lead the use and improvement of the IT Service Management framework (ITIL) and associated processes and tools including asset, incident, problem and change management practices
- Collaborates with IT Delivery teams to ensure smooth, reliable delivery of IT Project work into the MCB's operating environments.
- Coordinates and manages the work activities of direct reports to effectively provide quality Service Management, Security Management, and Operations Management services for MCB's IT service delivery model.
- Responsible for the implementation and continuous improvement of work practices, methodologies, and processes in IT Operations and Cybersecurity.
- Responsible for measuring, assessing and reporting supplier contract performance as required for performance, quality, and adherence to contract service level agreements (SLAs).
- Responsible for the effective management and agreed availability of MCBs physical IT assets including on-premises infrastructure, telephony, employee computing devices, and managed employee mobile devices.
- Responsible for the effective contract management of MCB's partner supplied cloud environments and software services to ensure MCB's service delivery and business continuity objectives are maintained.
- Own, manage and deliver the MCB IT Operations improvement initiatives and activities.

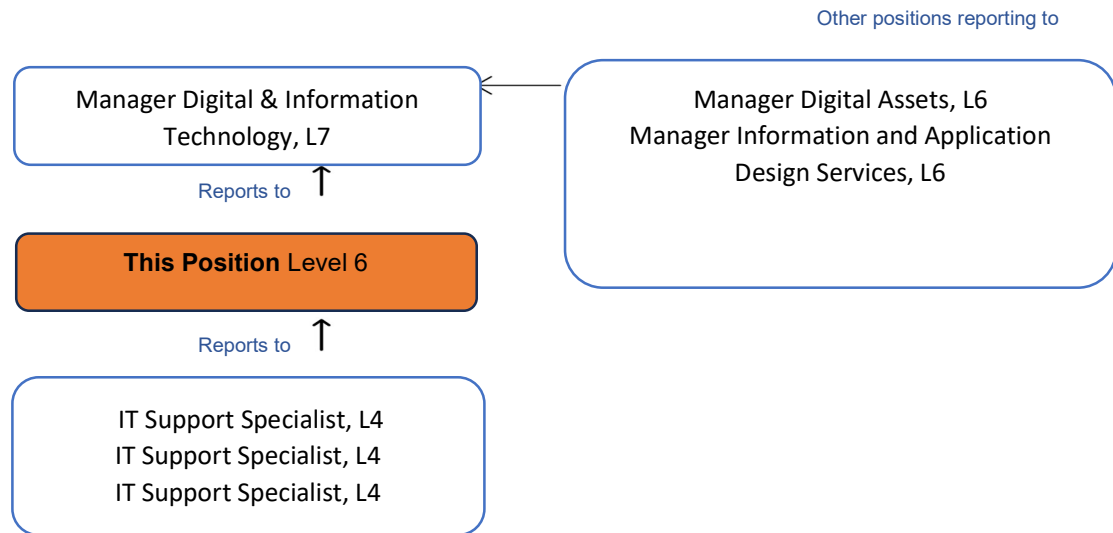
Cybersecurity and Technology Resilience

- Implements, monitors, and coordinates testing of cybersecurity processes, systems, training and controls across all technology layers.
- Understand MCB's tolerance for risk and implement aligned risk management controls in form of preventative, detective and corrective controls.
- Responsible for leading MCB improvement and uplift activities in response to Cybersecurity related Audit and Information Security findings.
- Leads MCB responses to cybersecurity threats when they occur.
- Works with partners and suppliers to secure and protect the operation and availability of MCB's digital assets and systems.
- Collaborates closely with staff responsible for Information and Data Governance to implement best-practice measures and controls to deliver effective outcomes.



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Reporting relationships



Capabilities required – the behaviours necessary to perform the role

For this role the expected behaviours are demonstrated in the context of [Leading Others](#). The Leading Others context is about motivating and enabling others to deliver high quality work that contributes to the agency.

- **Lead collectively:** You monitor progression to ensure that deliverables are met.
- **Think through complexity:** You apply critical thinking techniques to develop a range of options.
- **Dynamically sense the environment:** You remain aware of evolving team needs.
- **Deliver on high leverage areas:** You scan the environment for possible obstacles and intervene early to navigate setbacks.
- **Build capability:** You lead by example and support others with growth and development.
- **Embody the spirit of public service:** You assume responsibility for supporting others to embrace the spirit of public service.
- **Lead adaptively:** You recognise your impact on others and act to model appropriate and suitable behaviours.

Work related requirements - matching the right person to the job

The selection process includes assessing applications against the role specific requirements listed below and includes the ability to demonstrate how you apply the expected behaviours.

1. Demonstrated practical experience in the ongoing delivery of technology services to end users and coordinating the delivery of improvement initiatives (**you lead collectively and deliver on high leverage areas**).
2. Significant experience in IT Operations management and Cyber Security management, including the design, development, implementation, and continuous improvement of fit-for-purpose systems, practices, controls, and solutions (**you think through complexity, dynamically sense the environment, and deliver on high leverage areas**).
3. Significant demonstrated experience in Technology Service Management practices and operations including request, incident and problem management, change control



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- and asset management (you lead adaptively, build capability, and delivery on high leverage areas).
4. Current industry knowledge of relevant IT standards, frameworks and methodologies enabling reliable and secure IT Operations and user support service delivery (you think through complexity).
 5. Demonstrable experience in leading teams of IT Professionals to build internal capabilities and foster a culture of quality, safety, and continuous improvement (you lead adaptively to build capability and embody the spirit of public service)
 6. Practical, hands-on experience in leading organisational responses to emerging Cybersecurity and Information Security threats with demonstrable capability in constant assessment and improvement of security controls and practices (you dynamically sense the environment, lead adaptively and embody the spirit of public service).

Other requirements

- A satisfactory National Police Clearance check.

The Government of Western Australia acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters, and community. We pay our respects to all members of the Aboriginal communities and their cultures, and to Elders both past and present.

Certification:

Date Registered	Date Classified	Delegated Authority
15/04/2025	/ /2024	
Janine Fox CHRO		



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