

## (Tier 5)

### Tier 5/ Security Analyst, Scale L

<b>Directorate:</b> <b>Service area:</b>	Resources Directorate – Enabling Services – ICT & Digital
<b>Accountable to:</b>	Team Lead – Network & Comms
<b>Accountable for:</b>	N/A
<b>Politically restricted post</b>	TBC
<b>Delivery teams:</b>	N/A

### Context

You will play an active role as part of our Network & Comms team working in partnership with our commissioning teams to deliver customer focussed services that meet our delivery capabilities.

You will support the Service Manager and other Delivery Team Leaders in achieving our organisational vision and outcomes.

You will work collaboratively with your team to meet the outcomes of the service delivery plan. You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary section and customers.

### Specific role assignment

<b>Delivery responsibilities</b>	ICT call management Configuration & trouble shooting Technical advisory
<b>Key business measures</b>	TBC
<b>Statutory responsibilities (if applicable)</b>	Not applicable.
<b>Specific experience</b>	The ability to independently interpret and analyse varied and complex ICT incidents/ requests logged or situations and to produce resolutions in an agreed timely manner. Experience of providing information and advice including the ability to communicate complicated or sensitive information with varied audiences in person, through technology or writing. The ability to organise own workload and decide priorities.

**(Tier 5)**

	<p>The ability to work within broad practice or guidelines using managerial discretion over a broad area of activity.</p> <p>The ability to work under a very high degree of pressure, including meeting unpredictable deadlines and dealing with conflicting demands.</p> <p>Experience of contributing to the development of ICT policies and procedures.</p> <p>The ability to pull together plans/develop solutions through the introduction of new/original thinking.</p> <p>The ability to use own initiative to respond independently to difficult problems and unexpected situations.</p> <p>Responsible for management and maintenance of security controls.</p> <p>Have knowledge in the following: Firewalls, IPS, IDS, Identity Awareness.</p> <p>Experience of contributing to Cyber security risk assessments.</p> <p>Responsible for the anti-virus, malware, anti-phishing, and anti-spam controls.</p> <p>Involvement in the security governance of the organisation and ensuring the compliance levels are being adhered.</p> <p>Responsible for ensuring documentation and procedures of key security systems are up to date.</p> <p>Contribute to the ICT risk register and security best practices.</p> <p>Conducting vulnerability scans.</p> <p>To keep up to date with current cyber security technologies, trends and NCSC guidelines.</p>
<b>Desirable experience</b>	<p>Occasionally work out of the normal contracted hours including Sundays.</p> <p>Experience of supporting technical development projects.</p> <p>Experience of installing, configuring, and maintaining security technology.</p> <p>Proven ability to deliver quality customer care.</p> <p>Proven communication skills, in telephone and face-to-face contact with customers and colleagues.</p> <p>Proven ability to communicate clearly and precisely in writing.</p> <p>The ability to work effectively as a team member to provide a flexible and responsive service.</p>

**(Tier 5)**

	The ability to travel to premises throughout Warwickshire and to transport equipment intended for that premise in a timely manner. Have knowledge in the following: MS Teams ITIL
<b>Specific qualifications/and registration</b>	Full UK Driving License (Max 6 points)
<b>Budget responsibility</b>	Not applicable
<b>FTE responsibility (line management)</b>	Not applicable
<b>Key stakeholder relationships</b>	ICT End Users ICT Management Business Manager 3 <sup>rd</sup> party engagement

## (Tier 5)

### WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

### Our Values – The Warwickshire DNA



### Our Behaviours



**Strategy...** the direction we will take to achieve our outcomes



**Plan...** what we will do to achieve the strategy



**Commissioning...** the process of how we will plan, purchase and monitor our services



**Strategic Commissioning...** the process for understanding, planning and delivering services to achieve the best outcomes



**Operational Commissioning...** the process for meeting need at an individual level or to a specific group



**Delivery...** providing services to our customers

