Position Description

Position Title: **Information & Cyber Security Manager**

Position Reports to: **Chief Information Officer**

Classification: **Standard Conditions Of Employment**

Approved by: **Chief Information Officer**

Division: **Information & Technology Services**

Direct Reports: **Between 0 and 2**

Band: **B7**

Date approved: **February 2020**

Primary Position Objective:

The Information & Cyber Security Manager is responsible for the effective operation of Yooralla's Information Security and Cyber Security Management Framework.

Reporting to the Chief Information Officer, the Information & Cyber Security Manager will liaise with Yooralla's operational and support services divisions to address all aspects of information and cyber security, and work closely with all disciplines within the Information & Technology Services division, and third parties, to develop and maintain Yooralla's information and cyber security responses.

The Information & Cyber Security Manager will be responsible for driving, influencing and managing Yooralla's response to cyber and information security considerations by:

- Maintaining awareness of relevant industry standards and frameworks;

- Maintaining and enhancing related risk registers;

- Undertaking regular risk assessments in relation to information and cyber security;

- Managing information and cyber security controls including implementing and enhancing approved controls;

- Maintaining inventories and repositories associated with information and cyber security management;

- Formulating information and cyber security actions plan for approval, and executing approved plans;

- Providing accurate and comprehensive reporting of Yooralla's information and cyber security posture;

- Maintaining and enhancing relevant policies and frameworks; and

- Coordinating Yooralla's response to information and cyber security incidents.

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Position Description

Organisational Overview

Yooralla is a not-for-profit organisation offering high quality support services for people with disability. Established in 1918, Yooralla offers a wide range of services to people with a disability.   Yooralla employs over 2000 employees who provide services to people with disability across Victoria.

Vision

A world where people with disability are equal citizens

Mission

To provide quality, sustainable and flexible services that uphold human rights and create opportunities, empowering individuals to live the life they choose

Values

Customer Focused in our service, creative in our solutions

Courageous in speaking up, determined in facing challenges

Authentic in our relationships, honest in our conduct

Accountable in our work, responsible for our actions

Respectful of choices, embracing of diversity

Passionate about our work, driven by our vision

Organisational Accountabilities (applicable to all employees)

Positive Working Relationships	Customer Safeguards and Wellbeing	Occupational Health and Safety	Quality Assurance and Continuous Improvement

- Demonstrated ability to work as part of, and contribute to, a person centred team.

- Facilitate good working relationships with the community, customers, their families, and carers, and all departments in Yooralla through clear communication and a willingness to work towards positive outcomes.

- Demonstrated ability to initiate and maintain contacts with a broad range of people and community organisations to facilitate customers' access to services, appropriate communication with fellow workers, families and other people involved with the service and in the life of the customer.

Safeguard and promote the rights and wellbeing of every individual so they are recognised, respected, protected and fulfilled.
In providing quality services, Yooralla staff must comply with
- the Disability Service Standards
- Victorian Charter of Human Rights and Responsibilities Act 2006
- the Principles and Objectives of the Disability Act 2006
- the United Nations Convention of the Rights of Persons with Disabilities 2006
- the Child Safety Standards

Cultural and Linguistic Diversity
Undertake all interactions with customers and co-workers in a culturally sensitive manner.

Comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related OHS procedures and Safe Operating Procedures developed by Yooralla, including:
- Work in a manner that considers the health and safety of self and others
- Report to work fit for duty and not negatively affected by alcohol, drugs, medication or other substances
- Ensure that all work areas are maintained in a safe condition
- Complete site induction
- Identify, report and record all safety hazards, incidents and injuries
- Participate in OHS training programs
- Participate in OHS consultation and communication meetings
- Wear and maintain personal protective equipment and clothing correctly

- Attend meetings, workshops, conferences and training as required.

- Become familiar with and follow Yooralla's policies, procedures and management instructions.

- Be open to new ways of doing things that enhance the quality of life of people with disabilities; respond to challenges with innovative ideas and solutions.

- Strive for and promote a continuous quality improvement culture in the quality system and work practices, and offer strategic advice to improve customer relations.

Decision Making Authority:

Please refer to the delegation schedule available on the Yooralla Intranet

Position Description
Position Specific Responsibilities

Key Result Area	Key tasks	Indicative Time
Leadership	• Be the focal point and champion for Yooralla's approach to information and cyber security; • Provide pragmatic guidance for Yooralla's response to information and cyber security requirements; • Promote Yooralla's information and cyber security approach to the Yooralla Board and Executive, vendor partners and external stakeholders; and • Participate in a range of meetings and planning activities, including regular departmental team meetings, divisional meetings and staff performance reviews; and • Lead Yooralla's identification and management information and cyber security risks	20%
Strategic Planning	• Maintain Yooralla's Information Security and Cyber Security Management Framework; • Lead the development and refinement of appropriate policies, standards and procedures for the effective management of Yooralla's information and cyber security; • Evaluate existing technology implementations, and new technology initiatives, and consider associated consequences for all aspects of information and cyber security; • Evaluate existing application implementations, and new application initiatives, and consider associated consequences for all aspects of information and cyber security; • Work closely with peers in the Information & Technology Services Division to develop and execute work plans for managing information and cyber security; • Work closely with the Yooralla Executive team and their direct reports as relevant to promote their understanding of information and cyber security management; and • Develop and maintain approachable diagrams and other communication aids that will facilitate discussions of information and cyber security.	20%

Operational Activities	• Coordinate Yooralla's identification of, and response to, information or cyber security incidents;	40%
	• Manage and monitor the operationalisation of agreed information and cyber security frameworks, policies and procedures;	
	• Maintain information and cyber security policy summaries, guidelines and checklists to inform project planning;	
	• Support and facilitate the timely delivery of technology and application projects by providing pro-active and pragmatic guidance as to information and cyber security implications;	
	• Maintain inventories, repositories and registers associated with effective information and cyber security management;	
	• Identify and manage information assets by understanding information value and evaluating risk to information;	
	• Identify ICT security risks and take steps to reduce risk to an acceptable level through application of well-defined controls	
	• Develop and implement a pragmatic and effective program of information and cyber security assurance activities including:	
	• Data privacy assurance;	
	• System access assurance;	
	• Backup and Restore assurance;	
	• Data availability assurance (including High Availability and Disaster Recovery capabilities);	
	• Data quality assurance;	
	• Records Management assurance;	
	• Penetration tests;	
	• Identification and remediation of any Single Points of Failure in Yooralla's overall ICT environment;	
	• Building cyber security capabilities with peers embedding security principles	

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in day-to-day ICT operations and project initiatives; and

- Other assurance activities as identified.

- Support other activities potentially related to information and cyber security such as physical site security reviews;

- Work with technical specialists to provide information and cyber security guidance for the following areas :

  - Network: WAN,LAN,WLAN, VPN, routers, firewalls and switching;

  - Infrastructure: servers, storage and network infrastructure;

  - Public Cloud Services: Office365, Azure, AWS and other public cloud platforms;

  - Other Cloud Services: IaaS , PaaS, DRaaS, SaaS;

  - Collaboration Tools: email and unified communications platforms;

  - System Administration, automation and Identity Management;

  - Virtualisation

  - Configuring approval of trusted programs to prevent execution of unauthorised or malicious programs

  - Database Management;

  - Disaster recovery, backup and replication technology;

  - Enterprise Application and Technology Architectures; and

  - Individual application implementation including interfaces.

- Develop, maintain and report a pragmatic suite of information and cyber security related metrics and Key Performance Indicators; and

- Convene staff and stakeholder forums to socialise and discuss information and cyber security related matters; and

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![Yooralla choosequality logo]

Relationship Management	• Develop an exceptional customer service culture with positive verbal and written communication with all stakeholders; • Develop collaborative and open relationships with I&TS peers and teams to facilitate knowledge and information sharing; and • Establish and maintain effective relationships with vendors.	10%
Other	• Maintain up to date knowledge of industry trends and identify professional development opportunities to support the role; • Provide a leadership and mentoring role within Information & Technology Services, supporting the CIO with a focus upon delivery of I&TS work plans and employee engagement action plans; • Duties may be varied by your manager in accordance with Yooralla business requirements.	10%

Selection Criteria

Mandatory Requirements	• Current National Police Record Check • International Police Check (if required) • Current driver's licence to drive in Australia
Qualifications	• Tertiary qualifications in a Technology discipline or significant relevant industry experience • Relevant and contemporary industry certifications related to information and cyber security
Professional Experience	• 6+ years' experience working within a mid- to large- sized ICT environment • 4+ years' experience managing and supporting Information and Cyber Security capabilities in a mid-sized IT environment across a wide range of technologies and applications • 2+ years' experience leading planning for Information Security capabilities • 2+ years' experience working as a senior member of an ICT management team including people management,

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	project initiation and workload management
	• Demonstrated understanding of a wide range of architecture models, service deployment models and operational frameworks
	• Demonstrated industry experience managing and reducing cyber security risk
	• Demonstrated experience presenting Information Security topics to Executive, Board and senior stakeholder forums
Key Knowledge Areas	• A demonstrated understanding of all aspects of Information Security, and the market for Information Security products and services
	• Understanding of the Victorian Protective Data Security Standards, the NIST Cyber Security Framework, and the publications of the Australian Cyber Security Centre
	• A demonstrated capacity for systematic analysis and problem solving.
	• A versatile skillset in supporting and improving complex IT services.
	• Sound client focused approach and experience in delivering services to a diverse customer base
	• Demonstrated capability in mentoring and coaching technical staff whilst uplifting team capabilities
	• Technical writing skills with the ability to develop policies and procedures, reports, and project definitions.
Personal Skills and Attributes	• Has a strong commitment to customer service
	• Acts with integrity, displays resilience and courage
	• Works collaboratively
	• Utilises high-level negotiation and communication skills.
	• Has a passion for service improvement
	• Is organised and thorough with the ability to multitask under pressure
	• Is able to demonstrate a high degree of flexibility in working hours subject to business needs
	• Has excellent written and verbal communication skills with the ability to effectively communicate to a non-technical audience
	• Has ability to work autonomously or as part of a team on simultaneous tasks or projects

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