



Cardiff
Metropolitan
University

Prifysgol
Metropolitan
Caerdydd

JOB DESCRIPTION

Job Title:	IT Security Team Manager
Department:	Information Services Division
Location:	Llandaff
Grade:	7AB
Salary:	£40,927 - £46,042 per annum
Tenure:	Permanent
Hours:	37 hours per week
Accountable to:	IT Infrastructure Services Manager
Accountable for:	IT Security Team

This job description is indicative, not prescriptive, and the balance of duties will be in accordance with the contract of employment.

Role Summary:

This is a key post that will contribute to the ambitions of the University's Strategic Plan 2017/18 – 2022/23

Responsible to the IT Infrastructure Services Manager for the management of the IT Security Team, in order to support and develop the IT security technologies that monitor for threats and protect the University. Particularly, the post holder will be expected to provide advice, guidance and assurance to the University on matters of IT and cyber security, ensuring appropriate technologies and procedures are in place to secure Cardiff Met's services and data. To lead specific developments in line with business requirements and infrastructure roadmaps that require a high degree of co-ordination, technical involvement and expertise.

The role holder will be considered one of the go-to roles for the latest and most relevant information relating to IT and cyber security operations and strategy for the University. As such, it will be vital that the role holder ensures we operate

under the latest accepted standards, practices and protocols across the complete technological landscape.

Due to the nature of this role, you will be required to work with equipment hands-on from time to time, and this will require working from campus. You may also be expected to visit campus to manage specific security work and attend some meetings. Outside of these times, you will be able to benefit from home working.

Principal Duties and Responsibilities:

1. Provide leadership, coaching and mentoring to motivate, support, coordinate and prioritise the development and operational work of the IT Security team, ensuring organisational policies and procedures are followed.
2. Lead and manage Cardiff Met's IT security activities, accreditations, policies and procedures ensuring that all known and new threats are appropriately monitored and controlled so the University is suitably informed and equipped to respond to this changing threat.
3. Take ownership and responsibility for solving complex technical issues relating to IT security. Coordinate activities necessary to mitigate, identify and remediate security vulnerabilities, such as 3rd party audits, patching cycles, scanning and penetration testing.
4. Develop, communicate and test effective response and disaster recovery plans for cyber security and major incidents. This will include contributing to and leading an Incident Response Team
5. Promote an IT security culture across Cardiff Met raising awareness and increasing the University's understanding of security through a consistent application of policy and practice. This will include advising and contributing to IT security training resources.
6. Provide clear advice, guidance and assurance at all levels across Cardiff Met of cyber risk and the regulatory and technical controls needed to assure the University's information assets are properly protected. Ensuring that this is articulated in a way that is understandable to a non-technical audience.
7. Acting as a technical design architect for Cardiff Met's IT security systems, work within Cardiff Met and with suppliers to evaluate, design and/or conduct architectural reviews and advise on IT technologies, technical requirements, service implications and costs, ensuring IT security best practice is considered throughout each phase.
8. Be able to provide technical support for the university's business critical IT systems and security technologies to ensure their effective operation and availability. Analysing and diagnosing faults, where necessary, and implementing robust and innovative solutions to resolve these.

9. Performing risk analysis to ensure installations, system modifications and maintenance tasks take place to meet approved requirements, standards and time scales whilst maintaining agreed levels of confidentiality, integrity and availability.
10. Build and maintain positive individual and team working relationships, both internal and external to Cardiff Met. Represent Cardiff Met and present IT security developments and project work at internal and external forums.
11. Maintain an up to date knowledge of technology trends and developments, specifically those related to IT security, their application in higher education, and the counter measures to protect against them. Learning from and contributing to the wider HE IT security landscape.
12. Through recruitment and implementation of the Performance and Development Review schemes, ensure the team has the appropriate skills and expertise to meet current and future needs. A key part of this will be to support staff aspirations and report on and address any performance issues.
13. Manage and organise the work of the team that should be undertaken outside normal business hours. On occasion, this role may also be expected to work outside normal business hours with occasional lifting and moving of heavy equipment together with some working in confined spaces.

Additional Information:

Standard Notification

These guidelines are provided to assist you in the performance of your contract. The university is a dynamic organisation; therefore changes may be required from time to time. Any changes will be made in consultation with the post-holder. The Summary of Duties and Responsibilities is not intended to be an exhaustive list of tasks performed. Other associated technical tasks are likely to be performed as directed by the line manager.

It is accepted that individual staff will have a specialist skills and knowledge base in relation to the role they have been appointed to. In addition to this, Cardiff Metropolitan University expects that all staff will contribute to the vision and ethos of the university and conduct themselves in a professional, courteous and student/customer focused manner at all times. All staff should have particular regard for their responsibilities under Cardiff Metropolitan University's Equalities, Financial, Environmental and Sustainability, Human Resources and Health and Safety policies and procedures.



PERSON SPECIFICATION

Post: IT IS Security Team Manager

Unit/School: Library and Information Services

*Key

A - Application form

I - Interview

T/P - Test/Presentation

FACTORS	ESSENTIAL AND DESIRABLE CRITERIA	ASSESSED BY		
		A*	I*	T/P*
Education & Qualifications (Essential)	Degree in an IT related subject Or Degree in a Management related subject AND a professional IT qualification Or A professional relevant qualification AND equivalent professional experience (as outlined below).	<input type="checkbox"/>		
Education & Qualifications (Desirable)	CISSP / CISMP or similar professional certification	<input type="checkbox"/>		
Knowledge (Essential)	Depth and breadth of knowledge in Information Technology particularly related to server, storage, cloud and network technologies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Proven detailed understanding of IT security principles and their application to the enterprise, managing risk to ensure flexible and workable solutions appropriate to the organisation's requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Thorough knowledge of network protocols and Internet troubleshooting techniques.	<input type="checkbox"/>	<input type="checkbox"/>	

Knowledge (Desirable)	<p>Knowledge of modern and secure coding standards.</p> <p>Awareness of Coaching models and benefits.</p>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Skills & Abilities (Essential)	<p>Ability to design, deliver and support secure technical solutions to meet strategic and business requirements within specified time frames</p> <p>Ability to manage a team and motivate others to achieve deadlines</p> <p>Ability to analyse business and customer requirements and recommend relevant technologies to meet these</p> <p>Excellent interpersonal and communication (verbal and written) skills</p> <p>Ability to make decisions and work under pressure in relation to the provision and support of critical IT services</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Skills & Abilities (Desirable)	<p>Pro-Active approach to problems with ability to contribute to long term planning processes as part of this</p> <p>Ability to co-ordinate multifunctional teams to address complex technical problems</p> <p>Awareness of service delivery requirements and able to negotiate with system owners</p> <p>Ability to develop and support Linux-based IT security technologies.</p>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>

FACTORS	ESSENTIAL AND DESIRABLE CRITERIA	ASSESSED BY		
		A*	I*	T/P*
Experience Paid/Unpaid (Essential)	<p>Proven experience of applying best practice IT security management within a large multi-site organisation and articulating them to all levels of the business.</p> <p>Experience of identifying and delivering improvements to an organisation's IT security infrastructure, providing end to end development from initiation to delivery, typically including project management and service transition.</p> <p>Extensive experience working in a 3rd line team with responsibility for server or network support, some of which should be at supervisory level.</p> <p>Experience of leading IT related projects and/or developments.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Experience Paid/Unpaid (Desirable)	<p>Experience working in an educational or other similar environment with some experience in computer aided learning.</p> <p>Experience attaining and maintaining IT security accreditations and certifications.</p> <p>Experience in carrying out risk analysis processes in line with changes to critical services.</p> <p>Experience of managing IT Security Audits and/or cyber security incident responses.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Requirements (Essential)	<p>The willingness travel between university sites and attend conferences and events across the UK.</p> <p>Occasional working outside of normal business hours.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Requirements (Desirable)	Ability to speak Welsh	<input type="checkbox"/>		