

Eastern Health

POSITION DESCRIPTION

Position Title:	ICT Security Officer
Award Classification:	HS3
Award / Agreement Name:	Administrative Officers (10) Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Position Reports to:	Cyber Security Operations Manager

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



1. POSITION PURPOSE

In Cyber security, the enemy can be anyone, anywhere, so it takes out of the box thinking and a passion for protecting to keep the business safe. We have an opportunity for an ICT Security Officer to conduct day to day activities and reduce overall IT systems risk through proactive identification and resolution of security issues.

Job description

We are currently seeking an ICT Security Officer join our ICT team. The ICT Security Officer supports the identification, development, implementation and maintenance of security processes, systems and services across the organization, this role will carry out tasks to ensure that IT security is aligned with business risks and security policy and that appropriate security controls are in place. It will be responsible for the continual monitoring, reporting and improvement of Information Security processes and standards. As well as supporting the ongoing identification, investigation and remediation of cyber related events, across the Eastern Health

The successful candidate will need the ability to function autonomously, in addition to being able to actively engage and maintain collaborative relationships with a wide range of internal and external stakeholder groups. This requires clear written and verbal communication skills, and someone who is highly organised with excellent attention to detail. We are looking for someone who understand the importance of security, can handle client interactions professionally, who has excellent problem solving skills and who isn't afraid to challenge the status quo.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Driving continuous improvement into information security management, planning and operational processes and procedures to develop best practice, operational excellence and proactive information security intelligence.
- Ensuring the highest standards of protection against external intrusion and internal malpractice in accordance with information security policy, practices and procedures.
- Responding to, managing and mitigating the impact of information security issues, breaches and incidents, maintaining an accurate and complete audit trail.
- Performing cyclic reviews of Eastern Health's computer systems for compliance with information security policy.
- Assisting projects to transition securely and appropriately into BAU operations.
- Compiling and maintaining appropriate documentation on information security systems and procedures.
- Responding to security alerts and track security incidents to successful resolution.
- Consulting EH Management and ICT staff on security policy and standards.
- Conducting operational and project security risk assessments, and management policy exception process for Eastern Health.
- Progressive experience in Information Security Services, in compliance with security regulations and frameworks.
- Certified Information Systems Security Professional (CISSP), International Social Security Association (ISSA), or equivalent preferred.
- Experience in performing penetration tests, managing security systems such as Internet Proxies and Security Information.
- Partake in architecture and design activities.
- Activity logging in the service desk system (100% of work related activity to be logged).
- Staff mentoring.
- Provide primary and secondary support for systems as assigned in the ICT Responsibilities Matrix.
- Possess or develop in-depth knowledge of critical systems within the portfolio.
- Possess or develop basic technical knowledge of all systems within the portfolio.

- Administration experience of Fortinet product suite (Fortianalyzer Reporting System, Fortimail, Fortigate).
- Assist in the areas of infrastructure Asset Management (Procurement, Deployment, Maintenance, Replenishment, Disposal, Audits and Compliance).
- Meet or exceed system uptime as per the SLA.
- System Recovery (as per SLA).
- Project management and/or delivery (Delivery/Management of Projects within time, performance and budget).
- Adhere to and participate in EH ICT Change Management processes.
- Provide solutions that meet the changing needs of the customer.
- Patch management across various platforms (Cisco, Microsoft, ESX).
- Contribute [edited: was 'Congtribute'] and adhere to Security and Risk Management.
- Contribute to Policy and Process improvements.
- Produce [edited: was 'Pruduce'] and maintain infrastructure documentation.
- Support in creation of Business Continuity Plans.
- Maintenance and creation of disaster recovery planning.
- Maintain a very high level of technical expertise in Information Security area.
- Apply ITIL Standards to service and incident management.
- Work at any Eastern Health facility as required.
- Have a valid/current Victorian driver's license.
- Responsible for providing a highly available communications facility at Eastern Health.
- Participate in the on-call roster.

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

ATTACHMENT 1

KEY SELECTION CRITERIA

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Skills/Education/Certifications/Experience/Knowledge

- Certified Information Systems Security Professional (CISSP), International Social Security Association (ISSA), or equivalent preferred
- Understanding of perimeter security appliances (Cisco and Fortinet)
- Knowledge of ITIL (advantageous)
- Project Management experience
- Cisco/ Tandberg Video conferencing infrastructure and application support
- Minimum of 2 years VOIP experience at an engineering level (including back end administration, back end roll out, front end deployments and some design and architectural knowledge)
- Minimum of 4 years of Information Security experience
- Experience with medium scale Enterprise environment organisations.
- Firewall policy management knowledge (Fortigate, ASA).
- A reasonable understanding of Windows server knowledge including AD/DNS/IAS and Exchange.
- Cisco Prime ISE operational experience
- Microsoft Radius operational experience
- Good understanding of security authentication concepts such as wireless authentication - PEAP, Radius, TACACS.
- Network monitoring including syslog and SNMP.
- Network Infrastructure troubleshooting skills.
- Desktop productivity tools such as MS Excel, MS Project and MS Visio.
- Team Player.
- Excellent customer service skills.
- Good verbal/written communication and documentation skills.
- Excellent time and personnel management skills.
- Ability to work unsupervised.
- Have a current Victorian Driver's License.
- Must be willing to undergo a Police Check to work in Health Industry.

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au

ATTACHMENT 2

KEY RESULT AREAS /KEY PERFORMANCE INDICATORS/ FAULT RESPONSE TABLE

Key Result Areas	Standard Measures	Key Activities
Expertise	Maintain and acquire thorough in-depth technical expertise for systems	Continuous education and learning
	Project delivery and Participation	Manage or be the technical lead for assigned Projects
	Systems Support	Adhere to Standard Operating Environment. 100% adherence is required. Disaster Recovery. Meet or better time frames within the ICT SLA
Customer Service	Meet and exceed the needs of the customer	Meet or exceed KPIs in the ICT SLA.
	Minor system enhancements which include customer requested minor enhancements for supported applications	Delivery of identified products within timeframes and costs as negotiated with customer
	Problem resolution in supported applications which includes advice to customers on rectification options	80% of total calls per month responded to as per fault response table.
	Service Uptime	Greater than 98% ICT managed service uptime as calculated on a monthly basis excluding scheduled downtime
	Processing Times	Negotiated processing times (with the Application Managers) satisfied or exceeded 90% of the time
	Data safeguarded	Backups performed to agreed schedules Business Resumption Plans revised annually and executed when appropriate All configurations are to be based on best practice approach.
	Fault Resolution	Fault and problem resolution. Meet or better time frames within the ICT SLA
Accountability	Asset Management (Procurement, Deployment, Maintenance, Replenishment and Disposal)	Maintain system configuration documentation using Service Desk CMDB. 100% Adherence is required. Maintain and adhere to Asset Disposal processes. 100% Adherence is required.
	Project Delivery	Produce project documentation. Communicate project status to the project leader or sponsor Deliver projects within time, resource and budget. Participate in projects Update project status report as required
After hours support	Participate in On-call roster as required	Answer after hours on call queries Ensure high priority issues are dealt with in a timely and appropriate manner.
		Troubleshoot and escalate as required

		Complete an After Hours On-Call Incident form and ensure all jobs are logged in service desk system.
Risk Management	All risks are reported to management for to be documented and managed within Eastern Health's existing Risk Management platform.	Discovery, documentation and escalation of risks
Takes reasonable care to protect the health and safety of themselves, fellow staff and others in the workplace.	Reports hazards, near misses and injuries immediately Uses personal protective equipment Comply with risk management policies and procedures and instruction Attend all safety meetings and training sessions	Complete incident reports Elect and support health and safety representatives Contribute to risk assessments Participate in training and meetings regarding safety
Communications	All downtimes are communicated to customers with agreed timeframes Key staff are aware of ICT changes	Communicate downtime to customers as per the ICT SLA. 100% adherence is required. Communicate downtime to ICT staff as per the ICT SLA. 100% adherence is required. Co-ordinate downtime requirements with key business personnel Ensure that problems are escalated and communicated to the appropriate ICT personnel

Fault Response Table (as identified in the ICT SLA)

Urgency/Impact	None (No Impact)	Low (Individual User)	Medium (Multiple Users/Dept)	High (Whole Site)	Top (Critical Dept or Whole Organisation)
Low	40	16	8	8	8
Medium	16	8	4	4	4
High	16	8	4	2	2
Immediate	8	8	4	2	0.5

Response is measured in business hours from initial helpdesk call to the next customer contact or action.

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____