

Position Profile

Manager, IT Security

This position is within Head Office. It is part of the Information Technology team.

- Position**
- ☒ This position reports to the Director Information Technology
 - ☐ Reporting line may vary depending on location and service size
 - ☒ This position does not have any direct reports ☐ This position may have direct reports, positions vary
 - ☐ This position has the following direct reports:
- This position is designated Band 5 under the *Schedule of Authorities and Delegations*
- ☐ This position is a budget holder ☐ This position has designated revenue targets
 - ☐ This position is an Aboriginal & Torres Strait Islander identified position
 - ☐ This position works directly with children and requires a working with children related clearance

Purpose

This role champions IT Security within The Benevolent Society and is responsible for ensuring that TBS' systems and information (ie: network, infrastructure, applications and data) are developed and operated in a secure manner and there is a strong security-aware culture in the TBS user community. This is achieved through well-defined operational security practices, and the ongoing development of a security strategy to adapt to the complex and evolving threat landscape, and a continuing program of enhancement and user education.

To achieve this purpose, the position holder would typically:

- Focus**
- Establish and maintain the information security program to ensure that information assets and associated technology, applications, systems infrastructure and processes are adequately protected in the digital ecosystem in which TBS operates.
 - Develop and communicate TBS information security policies, standards and guidelines, and ensure currency and compliance of these documents.
 - Develop the standards and direction of the security architecture in conjunction with the IT management team
 - Manage the implementation of the information security management framework and security roadmap based on a recognised standard (eg: ISO 27001, NIST, Essential Eight) and aligned to Australian legislative and TBS contractual requirements.
 - Actively identify ways to continually improve TBS's security and compliance.
 - Act as an escalation point within the business for IT security issues
 - Provide guidance to the IT team and broader business on security matters
 - Respond to security-related queries and complete required documentation as part of tendering and contract fulfilment processes
 - Embed good security practices into IT operational procedures and user management
 - Oversee the delivery of IT Security Projects
 - Contribute to the development of IT Strategy to achieve TBS' strategic direction
 - Work in accordance with the Professional Governance Framework to ensure the services and support we provide to our clients and each other are person centred, connected, effective and safe.

Outcomes	<p>When things are going well we would expect to see these outcomes:</p> <ul style="list-style-type: none"> • IT security risks are proactively managed • Security compliance is monitored and reported on a frequent basis. Incidents are investigated promptly and appropriate remediation is taken. • TBS staff have an understanding of the need for good information security practices, and are aware of common risks. • High level of availability of all IT platforms, networks and applications with limited downtime • High level of performance of IT platforms, networks and applications • Quick response and resolution to all IT incidents and problems • Delivery of IT BAU projects on time, to budget, within scope • Defined IT Service Levels are achieved • Legislative and contractual obligations are met 		
Relationships	<p>We work collaboratively with others, however this position works close closely with:</p> <table> <tr> <td data-bbox="175 683 821 896"> <p>Within The Benevolent Society:</p> <ul style="list-style-type: none"> • IT leadership and technical staff • System Owners and SMEs • Legal and Risk & Quality teams • Director IT </td><td data-bbox="821 683 1484 896"> <p>Outside The Benevolent Society:</p> <ul style="list-style-type: none"> • IT Suppliers & vendors • Outsourced IT service providers • Technical staff within TBS funding bodies </td></tr> </table>	<p>Within The Benevolent Society:</p> <ul style="list-style-type: none"> • IT leadership and technical staff • System Owners and SMEs • Legal and Risk & Quality teams • Director IT 	<p>Outside The Benevolent Society:</p> <ul style="list-style-type: none"> • IT Suppliers & vendors • Outsourced IT service providers • Technical staff within TBS funding bodies
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Individual	<p>To achieve the position purpose and outcomes the position holder will need to have:</p> <ul style="list-style-type: none"> • Degree in IT Security or demonstrable experience • Strong understanding of security frameworks • Broad technical knowledge across end-user computing, infrastructure and communications disciplines • Excellent interpersonal and leadership skills • Excellent organising / administration skills • Vendor management skills • Stakeholder management skills • Experience working in large complex organisations • Excellent verbal and written communication skills (especially at various levels internally within the organisation) • Experience in the NFP sector is desired 		
Travel	<p>This position may require some flexibility in terms of travel or hours of work:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Overnight travel/stays may be required <input checked="" type="checkbox"/> Some weekend work may be required <input checked="" type="checkbox"/> Some evening work may be required <input checked="" type="checkbox"/> Travel between office locations/regions may be required <input type="checkbox"/> Travel to clients (varied locations) may be required <input type="checkbox"/> Use of own registered, insured motor vehicle for business purposes may be required <input type="checkbox"/> Use of TBS pool cars may be required <p>All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.</p>		

Context	Those with knowledge of this position say the things that might make your day are:		
	<ul style="list-style-type: none"> • Incidents and Problems managed within defined processes and to agreed SLAs • Positive client and staff feedback • Users who possess a growing knowledge of IT security threats which they can apply in their working and personal lives. 		
	Those with knowledge of this position say some key challenges you might experience are:		
	<ul style="list-style-type: none"> • Non tech savvy workforce – limited understanding of security risks and hesitant to change • End user resistance to (or low understanding of) the organisation's IT Policies • Need to closely monitor outsourced vendors to ensure satisfactory performance • The unpredictable nature of security incidents which may demand an immediate response 		

Approvals	Approver	Director, Human Resources	Date: 3 May 2022	Position Code:
	Review history	V1.0 Release		
	Alternate titles	Approved for use when advertising:		
	This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.			