Permanent Senior Staff Officer, Grade VI

**Information Security Management Systems Lead**

(Open Competition)

Applications are invited from suitable, qualified and experienced persons for the post of Permanent Senior Staff Officer, Grade VI, which is approved by the Department of Education.

A panel may be formed for future relevant temporary vacancies that may arise as **Information Security Management Systems Lead**. Any such panel formed will be six months in duration.

Applications are based on the following Person Specification/Job Description. **POST OF INFORMATION SECURITY MANAGEMENT SYSTEMS LEAD (SENIOR STAFF OFFICER):**

**CONDITIONS OF SERVICE:Terms of Appointment:**

The post is a wholetime, permanent and pensionable.

**Location:** Initially assigned to GRETB Head Office, An Coiléar Bán, Athenry, County Galway, however the post holder could be moved to another area of the organisation as required.**Remuneration:**

***Salary Scale:*** €53,346 - €65,173 (including 2 Long Service Increments)

**IMPORTANT NOITCE RE: SALARY:** As per DES guidelines, **new appointees** who are entering this grade for the first time will start at the **minimum point** of the scale. Incremental credit **may only** apply, if, immediately prior to appointment, the appointee is already a serving Civil or Public Servant. Rate of remuneration may be adjusted from time to time in line with Government pay policy. ***Starting Salary is not subject to negotiation.***

**Hours of work:**

A 35-hour week is in operation. Hours may be adjusted from time to time under relevant Public Sector Agreements.

**Annual leave:**

The Annual Leave entitlement for this post is 27 days.

**How to apply:**

Completed applications must be submitted online by **12.00 Noon Tuesday 7th May, 2024**

**Person SpecificationEssential** Each candidate must:

* Have the requisite knowledge, skills and competencies to carry out the role.
* Be capable and competent of fulfilling the role to a high standard.
* Have obtained at least Grade D3 in five subjects in the Leaving Certificate Examination (higher, ordinary, applied or vocational programmes) or equivalent or have passed an examination at the appropriate level within the QQI qualifications framework which can be assessed as being of a comparable to Leaving Certificate standard or equivalent or higher or have appropriate relevant experience which encompasses equivalent skills and expertise.
* Due to the nature of the post and travel requirements, candidates must have access to own transport and hold a full driving licence.

**Desirable**

* Have a third level qualification in Business with IT, Business Information Systems, ICT, Computer Science, or a related discipline at Level 7 or higher on the National Framework of Qualifications.
* Have a minimum of 3 years of experience in a document control and change management or related role.
* Have proven IT Policy review and development experience.
* Have knowledge of the following standard(s) and framework(s)
  + ISO/IEC 27001 information security management systems (ISMS) Standard
  + Cyber Security Baseline Standards (Irish Government Standard)
  + NIST Cybersecurity Framework
* Have an understanding of the fundamentals of ICT
* Have an understanding of Robotic Process Automation technologies and capabilities.
* Be self-motivating, flexible and results focused.
* Have the ability to prioritise and manage work in a dynamic and pressurised environment.
* Have excellent judgement, problem-solving, analytical and decision-making skills.
* Have a proven record as a team-player with a flexible approach.
* Demonstrate experience of building and maintaining relationships.
* Excellent organisational, communication (oral and written), and interpersonal skills.
* Ability to contribute to the development of efficient and effective processes and procedures.
* Have an understanding of the main features and current challenges of public service and regulatory reform.
* Inniúlacht le dualgais an phoist a chomhlíonadh go héifeachtach trí mheán na Gaeilge

Capacity to discharge the duties of the post through the medium of Irish.

**Job Description**

The appointee will be delegated responsibility for management functions as determined by Head of IT/ Director of Organisation Support and Development/Chief Executive.

**Main Duties of Information Security Management Systems Lead:**

Manage and maintain the Information Security Management System and implement processes and systems to capture data for documentation and change management purposes.

**Document Control:**

* Develop, implement, and maintain document control processes and procedures to ensure accuracy, accessibility, and compliance with regulatory, audit and [Cyber Security Baseline Standards](https://www.ncsc.gov.ie/pdfs/Cyber_Security_Baseline_Standards_Rev_1_2022_Final.pdf).
* Establish centralised repositories for all IT-related documentation, including policies, procedures, guidelines, and technical documentation.
* Manage document lifecycle from creation through archival, ensuring version control and proper documentation of revisions.
* Maintain the risk register in relation to information security

**Change Management:**

* Working with IT Service Delivery, lead the documented change management process for IT systems, applications, and infrastructure changes and implement processes and systems to capture data for documentation and change management purposes.
* Develop and enforce change management policies, procedures, and workflows to minimise disruptions and ensure changes are thoroughly evaluated, documented, and approved.
* Coordinate with stakeholders to assess the impact of proposed changes, identify potential risks, and develop mitigation strategies.
* Facilitate change advisory board (CAB) meetings to review and approve change requests, ensuring alignment with business objectives and IT best practices.

**Compliance and Audit:**

* Ensure that all IT documentation complies with industry regulations, standards, and best practices, such as ITIL and [Cyber Security Baseline Standards](https://www.ncsc.gov.ie/pdfs/Cyber_Security_Baseline_Standards_Rev_1_2022_Final.pdf).
* Implement corrective actions and process improvements based on audit findings and recommendations.

**Training and Communication:**

* Develop and deliver training programs to educate IT staff and stakeholders on document control and change management processes, tools, and best practices.
* Facilitate effective communication channels to inform stakeholders about upcoming changes, scheduled maintenance, and documentation updates.

**Continuous Improvement:**

* Identify opportunities for process improvements and automation to streamline document control and change management processes.
* Proactively monitor industry trends, emerging technologies, and regulatory changes to enhance document control and change management practices.
* Working with IT Service Delivery and Managed Service Providers, develop policies, procedures, map business process and workflows using standard templates, methods and tools.
* Participate in projects as required to facilitate improvements to business processes and/or infrastructure.
* Contribute and work towards updating various security standards based on best practice, audit recommendations, national guidelines e.g. [Cyber Security Baseline Standards](https://www.ncsc.gov.ie/pdfs/Cyber_Security_Baseline_Standards_Rev_1_2022_Final.pdf)
* Have a understanding of security and its importance in relation to business goals and the education sector.
* Demonstrate a strong customer centric approach and have excellent communications skills.
* Keep up to date with developments in the education and training sector/broader environment and in CPD matters relating to the post.
* Ensuring the security and integrity of data and ICT infrastructure including identifying and addressing cybersecurity.
* Providing appropriate reports on ICT services, performance, projects to Senior Management
* Undertake such duties, projects or activities as may be assigned by the Head of IT

**Senior Staff Officer Level Competencies - Effective Performance Indicators:**

**The duties assigned may be varied by the Chief Executive/Director of OSD/Head of IT having regard to the changing needs of GRETB.**

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| **Team Leadership** | Works with the team to facilitate high performance, developing clear and realistic objectives and addressing any performance issues if they arise |
| Provides clear information and advice as to what is required of the team |
| Strives to develop and implement new ways of working effectively to meet objectives |
| Leads the team by example, coaching and supporting individuals as required |
| Places high importance on staff development, training and maximising skills and capacity of team |
| Is flexible and willing to adapt, positively contributing to the implementation of change |
| **Analysis & Decision Making** | Gathers and analyses information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors |
| Takes account of any broader issues and related implications when making decisions |
| Uses previous knowledge and experience in order to guide decisions |
| Makes sound decisions with a well-reasoned rationale and stands by these |
| Puts forward solutions to address problems |
| **Management & Delivery of Results** | Takes responsibility and is accountable for the delivery of agreed objectives |
| Successfully manages a range of different projects and work activities at the same time |
| Structures and organises their own and others work effectively |
| Is logical and pragmatic in approach, delivering the best possible results with the resources available |
| Delegates work effectively, providing clear information and evidence as to what is required |
| Proactively identifies areas for improvement and develops practical suggestions for their implementation |
| Demonstrates enthusiasm for new developments / changing work practices and strives to implement these changes effectively |
| Applies appropriate systems / processes to enable quality checking of all activities and outputs |
| Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers |
| **Interpersonal & Communication Skills** | Builds and maintains contact with colleagues and other stakeholders to assist in performing role |
| Acts as an effective link between staff and senior management |
| Encourages open and constructive discussions around work issues |
| Projects conviction, gaining buy-in by outlining relevant information and selling the benefits |
| Treats others with diplomacy, tact, courtesy and respect, even in challenging circumstances |
| Presents information clearly, concisely and confidently when speaking and in writing |
| **Specialist Knowledge, Expertise and Self Development** | Has a clear understanding of the role, objectives and targets of self and team and how they fit into the work of the unit and Department / Organisation and effectively communicates this to others |
| Has high levels of expertise and broad Public Sector knowledge relevant to his/her area of work |
| Focuses on self-development, striving to improve performance |
| **Drive & Commitment to Public Service Values** | Strives to perform at a high level, investing significant energy to achieve agreed objectives |
| Demonstrates resilience in the face of challenging circumstances and high demands |
| Is personally trustworthy and can be relied upon |
| Ensures that the customer is at the heart of all services provided |
| Upholds high standards of honesty, ethics and integrity |