

ROLE DESCRIPTION

Job Title	IT Technical Officer (Cyber)
Salary Band	SCP 27 - 32
Reporting to	Principal Cyber Security Officer
Directorate	Resources
Service Area and sub area	Digital Services
Political Restriction	N/A

<p>1. Primary Purpose of the Post</p> <p>To assist with the operation of the Liverpool City Region Combined Authority (LCRCA) Cyber Security systems (endpoint, perimeter, network, cloud) throughout their system lifecycle and the handling of incidents and problems related to Cyber Security through to resolution.</p> <p>To be responsible for proactive, preventative Cyber Security measures and to have an awareness of the threat landscape both internally and externally to LCRCA.</p> <p>To be a contributing member of the wider IT Team, supporting a diverse range of departmental IT needs including core and bespoke business and transport systems and websites; on-premise infrastructure in our two Data Centres; and cloud-based solutions.</p>
<p>2. Your responsibilities</p> <p>Contribute to LCRCA IT Team</p> <ul style="list-style-type: none"> • Contribute to timely and helpful support for system users in resolving cyber issues and delivering efficient operational outcomes for the organisation. • Assist in the delivery of all aspects of the digital service where required. • Put the needs of the people of the Liverpool City Region first in carrying out their duties, taking an action focussed and respectful approach. <p>Provide Technical Support to LCRCA staff and Members</p> <ul style="list-style-type: none"> • Respond to relevant service requests in a timely manner. • Provision appropriate communications as required. • Contribute to major incident reviews. • Assist with Problem Management function to identify root causes and implement changes where necessary. • May be part of the IT Out of Hours rota. • Contribute to cyber incident response plan exercising. • Contribute to maintaining compliance with PCI-DSS and Cyber Essentials accreditations



High availability of business systems

- Pro-actively monitor infrastructure and applications to identify possible cyber issues.
- Respond to alerting systems in a timely manner.
- Strictly adhere to IT change management processes.
- Pro-actively maintain cyber related systems as appropriate.
- Complete documented cyber related daily checks and other preventative proactive tasks.
- Liaise with other IT staff regarding the feasibility, capacity and scheduling of related changes.
- Assist with initial disaster recovery exercises.
- Carry out regular recovery tests and documenting results.
- Ensure backup processes are in place for core applications and systems.
- Ensure that backup logs are checked for success and exceptions dealt with.

Transition solutions from project implementation phase into live environment

- Assist colleagues to ensure implementation and testing phases are complete.
- Be familiar with go live documentation.
- Test alerting and monitoring facilities.
- Test backup and restore plans.
- Assist with support and knowledge transfer for solutions to the Service Centre.

3. General Corporate Responsibilities

- To participate in all aspects of training and development as directed. Use all relevant learning opportunities to improve personal skills and to improve the effectiveness and efficiency of IT services.
- To contribute towards achieving corporate efficiency targets and initiatives.
- To ensure the Combined Authority's commitment to equal opportunities is demonstrated through promoting non-discriminatory practices in all aspects of work undertaken.
- Ensure all work complies with statutory requirements and with the Constitution of the LCRCA, including Standing Orders and Financial Regulations of the Combined Authority.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.
- This job description is not intended to be prescriptive or exhaustive and is issued as a framework to outline the main areas of responsibility at the time of writing.

PERSON SPECIFICATION

Job Title: IT Technical Officer Cyber

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Hold or be working towards an industry standard qualification e.g. COMPTIA Security+ or ISC Certified in Cybersecurity or have equivalent knowledge gained from experience working in a multi-disciplined IT Team	E	A,I
ITIL v3/4 Foundation	D	A
Evidence of relevant continued professional development.	D	A

Experience and knowledge	E = Essential D = Desirable	Identified By
Considerable hands-on experience working in IT, with a focus on cyber security	E	A
Experience of working with third parties to resolve incidents	D	A, I
Experience of using tools within the Microsoft 365 suite	D	A, I
Experience of applications, cloud or infrastructure support	D	A, I
Experience of IT Service Management processes	D	I

Skills and abilities	E = Essential D = Desirable	Identified By
Ability to identify a root cause of issues and solve problems.	D	A, I
Excellent analytical skills.	D	A, I
Excellent Interpersonal skills.	D	A, I
Ability to work on own initiative.	D	I
Ability to prioritise workload.	D	A, I
Ability to work to conflicting deadlines.	D	I
Demonstratable can-do attitude	E	I

Personal Attributes	E = Essential D = Desirable	Identified By
Determination to deliver	D	I
Committed to helping all areas of the LCRCA to deliver their service plans which underpin the pledges made by the Metro Mayor to the residents of the Liverpool City Region	D	I



Core Behavioural Competencies	E = Essential D = Desirable	Identified By
Willingness to work flexibly as and when required	D	I
Ability to work effectively and efficiently from home and in the office	D	I
Flexible approach to workload and working pattern when required	E	I

Key to Assessment Methods:

I – Interview	A - Application
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