

IT Security Analyst (Governance, Risk, Compliance) - Learning & Information Services – Grade G

Job Description

Purpose

This role is a member of the IT Security Team and supporting the IT Security operations across the University. This specific role will work with departments, schools and third parties to support and provide oversight on the effectiveness of security controls across the university and third party systems, including technical assessments of incidents, vulnerabilities and compliance with technical policies and standards.

The IT Services teams ensure the University's user facing IT services continue to perform to the required levels of service, availability, security and flexibility, in support of the University's core business.

Working in close collaboration with the wider IT leads across the LIS Services, providing security expertise across all aspects of the University's IT estate, delivering a series of programmes and projects to ensure that systems are future proofed, applying appropriate governance, procurement and service management procedures, whilst maintaining regulatory, legal and professional standards.

The role holder will be key to ensuring the successful implementation of the University strategy for information and technology, supporting and providing modern, scalable and secure integrated platforms to support University business, including blended on-campus and online learning and teaching, research, administration, estate operations and commercial activity.

Duties

1. Provides a positive, supportive technical point of contact within a highly-performing team to deliver effective and efficient services, utilizing modern processes to enable continuous performance improvement. Work collaboratively with team members to support the team and the wider department, ultimately the University meet their objectives.
2. Assist with the development of the university's technology vision and roadmap in collaboration with relevant stakeholders with a particular focus on Security.
3. Provide security expertise across the IT Security governance risk and compliance controls applied at the University.
4. Develop and present IT security operation reports to LIS leadership team and University wide IT security forums. This includes designing and performing data analytics to support the governance of IT security.
5. Principal contact point for the maintenance of the IT security risk register, IT Security control catalogue and management of control testing and collaboration with external and internal auditors and remediation of audit and compliance remediation actions.
6. Technical expertise for technical controls relating to data management, data classification, retention, disposal, encryption and data loss prevention strategies.

7. Technical expert for the secure use and configuration of email and web browser technology to reduce the risk of malware and phishing including analyst of email and browser activity and alerts and reporting of issues to university staff and managers.
8. Technical expert on the security controls relating to secure backup and lead coordinator for LIS business continuity and recovery planning and data recovery testing.
9. Expert on security training and awareness, including ownership of the annual security awareness and training program, design and execution of Phishing testing and development and delivery of training content for university students and staff at all levels including VCG and senior managers.
10. Primary contract for supplier security, performing supplier criticality and risk assessments, technical IT security footprint, maintaining the integrity of the supplier security inventory. Ensuring due diligence assessments are performed in line with supplier risk ratings and coaching suppliers on IT security best practice.
11. Primary contact for the management of IT security policies and standards to ensure compliance with supporting frameworks such as Cyber Essential Plus and ISO 27001. Leading policy compliance audits and managing policy exceptions and breaches and where required reporting to senior LIS management.
12. Expert on aspects of Human Resource security in line with ISO27002 frameworks.
13. In collaboration with the Technical IT Security Analyst we require the role to
14. Provide technical security expertise and ownership in response to IT Service Management requests (Incidents / Requests / Problems / Changes) and lead the security aspects of LIS Projects in a timely manner.
15. Continuously enhance the leading technology offering from the University to all its stakeholders by identifying and evaluating technology or productivity solutions.
16. Ensure mobile device management (MDM) and bring your own device (BYOD) facilities are developed and delivered from both a user experience and also a security perspective.
17. Professionally represent LIS and collaborate with senior internal and external stakeholders to influence and steer the investments in infrastructure, software, and applications in support of the information & technology strategy contributing to relevant business cases.
18. Cooperate with colleagues across LIS to ensure knowledge, skills and resources are shared across the teams in support of strategic priorities.
19. Support and deputise for Technical Security Analyst.
20. Demonstrate flexibility and commitment to the University strategic and development plans.
21. Staff may be required, from time to time and on an ad hoc basis, to work additional hours and/or hours outside of their normal working pattern to meet the needs of the business including provide emergency response out of hours.
22. To observe, monitor and comply with all relevant University policies and procedures in the performance of duties, particularly in relation to System and Information Security.
23. Undertake any other duties commensurate with the grade of the role, deputise for the Head of IT services and Operations or IT Security Manager upon request.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience in IT security or IT technical roles, handling various responsibilities, including creating high-level plans and working with success measures aligned to institutional metrics or targets (Application/Interview).
- Proven ability to communicate, influence, and represent technical leadership in both external and internal meetings and forums (Application/Interview).
- Skilled in dealing with demanding customers and embedding a culture of service within teams (Application/Interview).
- Proficient in investigating problems and resolving issues ensuring the confidentiality, integrity and availability of business systems is fit for purpose (Application/Interview).
- Experienced in data analytics, statistical analysis, and supporting IT services across in-house, third-party, and cloud-based platforms (Application/Interview).
- Relevant business or systems-based undergraduate degree or equivalent work experience (Application).
- Exceptional communication, collaboration, and people skills. Capable of engaging colleagues and stakeholders at all organizational levels, regardless of technical expertise, with great listening, empathy, insight, and intellect. (Application/Interview).
- Excellent communication and collaboration skills – verbal and written – with the ability to talk and present to colleagues and stakeholders at all levels of an organisation with varying technical experience and capabilities (Application/Interview).
- Credibility to effectively engage with senior professional and academic colleagues, sector-leading suppliers and external stakeholders. A high level of communication, negotiation and influencing skills (Application/Interview).
- Strong problem-solving skills with ability to gather and assimilate information (Application/Interview).
- Ability to remain calm and work well under pressure, both as part of the team and on own initiative (Application/Interview).
- Ability to think ahead and anticipate/mitigate risks and find suitable solutions to issues (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Supporting all, Being Proud and Creating Opportunity, as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Experience of working in leadership within the UK education sector (Application/Interview).
- Experience of leading and operating within an Agile, Service Managed environment (Application/Interview).
- Experience of writing, process and policy documents, and cases for support (Application/Interview).

- Relevant Technology-based certifications and or Recognised ITIL qualification (Application).
- Recognised Project Management and Agile process qualifications and or a recognised IT or/or business leadership qualification (Application).
- Experience of public sector procurement processes, strategic IT vendor management and strategic partnership development including contract management (Application/Interview).