JOB DESCRIPTION

Job Title:	Cyber Security Operations Manager
Department / Unit:	IT / Cybersecurity
Grade:	9
Accountable to:	Deputy Director, Enterprise Applications
Accountable for:	Cyber Security and Information Risk Analyst Junior Cyber Security Analyst Cyber Security Training Officer

Purpose of the Post

Provides strategic technical leadership on cybersecurity and information assurance. Uses technical and cybersecurity expertise to provide authoritative management (and guidance for other Technical Service Owners) of the implementation and operation of security controls.

Key Tasks

1. Operates as a focus for IT security expertise for the organisation, managing the application and operation of security controls as a production service for customers.

2. Develops and implements security controls, taking account of current best practice, legislation and regulation. Ensures implementation of cybersecurity strategy in automated systems and ensures operations of security systems.

3. As the Technical Service Owner for cyber security related applications and services maintains supplier relationships, roadmaps and ITIL related change control practices.

4. Configures and utilises cyber security monitoring and automated intervention platforms to prevent IT Services being compromised.

5. Researches, obtains and acts on vulnerability information and conducts security risk assessments for business applications and computer installations.

6. Analyses results of investigations into complex, or highly sensitive security violations, to determine whether standards are fit for purpose, are current and are correctly implemented.

7. Reports any significant breaches in security to senior management. Interviews offenders in conjunction with the relevant line Supervisor or on own authority if the breach warrants it. Where appropriate, participates in forensic evidence gathering, disciplinary measures, and criminal investigations

8. Ensures that procedures are in place for investigation of system access enquiries referred by support staff and for handling all enquiries relating to cybersecurity, contingency planning as they affect the activities of the organisation, function or department.

9. Devises new or revised procedures relating to security control of all IT environments, systems, products or services in order to demonstrate continual improvement in control including creation of auditable records, user documentation and security awareness literature.

10. Authorises and initiates the provision of training, guidance and support to other security administrators and their agents within the employing organisation, in all aspects of security policy and control.

11. Keeps in close touch with and contributes to current developments in the technical specialism within employing organisation (maintaining knowledge to the highest level), own industry and in appropriate professional and trade bodies.

12. Is fluent at articulating best practice and is a recognised authority in cyber security controls and associate monitoring and automated intervention applications and services.

13. Co-author and develop University IT-related procedures and policies (acceptable use, data protection, freedom of information, cybersecurity, purchasing etc) and advise colleagues and end-users accordingly.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder will be expected to Deputise for the Deputy Director, Enterprise Applications on matters relating to Cyber Security.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and external relationships

The following list is not exhaustive but the post holder will be required to liaise with:
- Technical Service Owners
- Legal & Governance Services
- Industry and sector specific networks
- Appropriate professional and trade bodies

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Cyber Security Operations Manager   Department: IT

	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
Degree in Computer Information Systems / Computer Science, Information Systems, or other related field, or equivalent professional experience	x		Application Form
Master's Degree in Cyber Security or related discipline		x	Application Form
Relevant Cyber Security Qualifications (CISP, SANS etc.)		x	Application Form
Skills and Abilities			
Demonstrate experience of managing a portfolio of cyber security operations	x		Application Form / Interview
Creation and delivery of a cyber security strategy including the implementation and configuration of security related technologies	x		Application Form / Interview
Demonstrable experience of collaborative working with third party technology providers	x		Application Form / Interview
Can demonstrate scaling and growth of a cyber function	x		Interview
Excellent writing and technical documentation skills to produce clear technical papers, requirements documents, project reports and Systems Architecture diagrams	x		Interview

Knowledge and experience of Visio & MS Office productivity tools (Word, Excel, email etc.)	x		Interview
Proven ability to forge effective professional relationships at all levels, working collaboratively and sharing knowledge and skills (business and technical)	x		Interview
Exceptional command of written and spoken English; highly numerate	x		Interview
Ability to explain complex technical issues to both a technical & non technical audience for small & large audiences	x		Interview
Experience			
Demonstrable experience of providing technical and operational leadership in a cyber security role.	x		Application Form / Interview
Supplier/Vendor Relationship Management experience	x		Interview
Experience of managing an IT service team, including balancing priorities, scheduling, and forward planning of work and resources to meet supply and demand.	x		Interview
Other requirements Has a clear view of there own CPD and career direction	x		Interview
Excellent analytical and problem solving skills with "can do" approach	x		Interview
Self-motivated, highly practice and performance driven	x		Interview
Has successfully lead the technical and professional development of their teams	x		Interview