

Job Description and Person Specification

Role: Cyber Security Analyst



Job Description

Job Title	Cyber Security Analyst
Grade	5
Service	Digital Services
Reports to	Cyber Security Lead
Location	Friargate
Job Evaluation Code	



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people’s lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children’s services and provide support for the most vulnerable.

Our Priorities – Increasing the economic prosperity of the city and region, improving outcomes and tackling inequalities within our communities, and tackling the causes and consequences of climate change.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

To assist the Cyber Security Lead and team in ensuring that Coventry City Council's ICT network, computer systems and services remain secure, resilient and robust. We are responsible for ensuring that cyber security is aligned with business security and information governance. We ensure that cyber security is effectively managed in all service and Digital Service management activities. Undertake cyber security investigations and computer forensic work across the Council.

Main Duties & Key Accountabilities

- Resolve incidents and complete service requests relating to all aspects of cyber security in accordance with defined processes and service level agreements (SLAs) and key performance indicators (KPIs).
- To work with various stakeholders including external partners, to build, maintain and promote, effective working relationships.
- Contribute to the assessment, analysis, development, documentation and implementation of changes and releases.
- Provide specialist advice and guidance across network, security, server, and desktop infrastructures.
- Provide 2nd line technical guidance and support to Council employees on the use and interpretation of the information security management system policies and standards applicable to the use of ICT.
- Provide 2nd line technical guidance and support to Council employees on a range of cyber security issues, including the Council's digital certificate service, computer viruses, spam e-mail, malware and hoaxes. Contribute to cyber security support functions such as creating and defining cyber security processes on a wide and varied range of tasks.
- Assist with investigations into potential and reported misuse of the Council's ICT facilities. Provide advice and updates to managers and human resource teams, ensuring that the correct investigation procedures are adhered to and that all documentation is recorded completely and accurately in associated filing systems.
- Provide support to the Cyber Security Lead on critical council systems related to internet, email, security and for other council security systems.
- Review cyber security training and awareness material, e.g., leaflets, web pages, guidance notes, that are suitable for users of the Council's ICT & Digital services. Work with the corporate communications team to ensure that information is produced in accordance with corporate standards.
- Take part in delivering training and awareness schemes across the Council to promote the benefits of cyber security and best practice working to embed cyber security to be part of day-to-day operations. Assist with the identification of training and awareness needs.
- Perform technical cyber security risk assessments on user requests for access to systems, use of new software or hardware facilities.
- Provide regular management information on cyber security matters, e.g. on the e-mail and internet monitoring systems and identify the need for any new controls based on this information.
- Keep abreast of legislation, current issues and other developments that relate to cyber security and associated areas.
- Support the cyber security team in the provision of service delivery, ensuring the team shares knowledge and works flexibly.
- Assist with the wider program to manage Council information.
- Any other duties and responsibilities within the range of the salary grade

Key relationships

External External customers requiring advice and support. External 3 rd parties	Internal Colleagues within Cyber Security and Network Services. Colleagues within the wider Digital Services Team. Customers requiring advice and support.
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Person specification

Job Evaluation Code	
Knowledge	
<ul style="list-style-type: none"> • Understanding of relevant ICT standards, legislation and regulations including compliance standards. 	
<ul style="list-style-type: none"> • In-depth knowledge of current and emerging security threats and technologies. 	
<ul style="list-style-type: none"> • Knowledge of the Local Authority arena or comparable size organisation. 	
<ul style="list-style-type: none"> • Good knowledge of cyber security best practice toolsets and methodologies including system management tools. 	
<ul style="list-style-type: none"> • Basic knowledge of database and application security. 	
<ul style="list-style-type: none"> • Knowledge of how to set up and maintain administrative procedures and systems. 	
<ul style="list-style-type: none"> • Knowledge of information management and reporting. 	
Skills and Abilities	
<ul style="list-style-type: none"> • Good communication skills by written, oral and electronic means appropriate to the relevant audiences. 	
<ul style="list-style-type: none"> • Good analytical, influencing and negotiating skills, ability to motivate others to consider and adopt alternative solutions. 	
<ul style="list-style-type: none"> • Good stakeholder management skills (e.g. interpersonal / influence / negotiate). 	
<ul style="list-style-type: none"> • Able to build and maintain critical working relationships. 	
<ul style="list-style-type: none"> • Able to demonstrate excellent customer awareness and customer care in the delivery of services. 	
<ul style="list-style-type: none"> • Able to effectively prioritise own workload. 	
<ul style="list-style-type: none"> • Maintaining records in an organised way with meticulous attention to detail. 	
<ul style="list-style-type: none"> • Support and champion the culture and practices of active knowledge management and sharing. 	
Experience	
<ul style="list-style-type: none"> • Experience of providing good advice and support to a range of customers/users. 	
<ul style="list-style-type: none"> • Experience of working in a confidential environment or in a customer-focused organisation. 	
Qualifications	

<ul style="list-style-type: none">• N/A
Special Requirements
<ul style="list-style-type: none">• Provide occasional out of hours support as required.

Date Created	November 2021	Date Reviewed	October 2024
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