Post:	Cyber Security Analyst	**Job Number:**	TBC
Service:	ICT	**Post Number:**	TBC
Location:	Friargate	**Grade:**	5

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.

Job Purpose:
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.

Responsible for ensuring that cyber security is aligned with business security and information governance.

Ensure that cyber security is effectively managed in all service and ICT service management activities. Undertake IT security investigations and computer forensic work across the Council.

Main Duties and Responsibilities:

- 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, eg 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.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

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

Responsible for:

Responsible to: Cyber Security Lead

Date Reviewed: November 2021

Updated: September 2022

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Area	Description

Knowledge:	• Understanding of relevant ICT standards, legislation and regulations including compliance standards
	• In-depth knowledge of current and emerging security threats and technologies.
	• Knowledge of the Local Authority arena or comparable size organisation.
	• Good knowledge of cyber security best practice toolsets and methodologies including system management tools.
	• Basic knowledge of database and application security.
	• Knowledge of how to set up and maintain administrative procedures and systems.
	• Knowledge of information management and reporting.

Skills and Abilities:	• Good communication skills by written, oral and electronic means appropriate to the relevant audiences.
	• Good analytical, influencing and negotiating skills, ability to motivate others to consider and adopt alternative solutions.
	• Good stakeholder management skills (e.g. interpersonal / influence / negotiate).
	• Able to build and maintain critical working relationships.
	• Able to demonstrate excellent customer awareness and customer care in the delivery of services.
	• Able to effectively prioritise own workload.
	• Maintaining records in an organised way with meticulous attention to detail.
	• Support and champion the culture and practices of active knowledge management and sharing.

Experience:	• Experience of providing good advice and support to a range of customers/users.
	• Experience of working in a confidential environment and in a customer-focused ICT organisation.
	• Experience of delivering excellent service to a wide range of stakeholders (e.g. Elected Members, suppliers, customers).

	• Evidence of delivering ICT solutions to a diverse workforce.

Educational:	• Commitment to continued personal development

Special Requirements:	Provide out of hours service as required.

Date Reviewed: November 2021

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