



**MANCHESTER
CITY COUNCIL**

**Manchester City Council
Role Profile**

**Cyber Security Analyst - Grade 7
ICT Service, Corporate Core
Reports to: Cyber Operations Platform Manager
Job Family: Technical**

Key Role Descriptors:

The roleholder will undertake a lead role in a professional, customer focused, specialist technical service which enables the delivery of organisational objectives and provides a high quality service to customers in line with internal guidelines, policies and procedures and statutory requirements.

The roleholder will lead the delivery of a range of technical projects, initiatives or work packages that comply with relevant legislation and help achieve the Council's corporate aims and objectives

The roleholder will provide specialist technical consultancy across the assigned service area to develop, design and implement customer-focused solutions for the assigned service area. They will act as a key member of the team and will ensure high standards of customer service and service delivery.

Key Role Accountabilities:

Provide an effective technical consultancy function for the assigned service area, ensuring that high quality technical solutions are delivered in line with customer or legislative requirements. Dependent on the service area, this may include software / information technology support, engineering, surveying, curating or other specialist functions.

Lead on the delivery of work packages (using project management methodology where appropriate) so that objectives are achieved, ensuring consistency in approach and compliance with appropriate internal and legislative guidelines.

Develop successful relationships and secure stakeholder commitment through negotiation and communications, both oral and written, to ensure work packages are delivered effectively and to customer requirements and agreed objectives. This will include the communication of complex technical matters.

Ensure all work carried out fits within the parameters of service level agreements, using appropriate specialist equipment / software or tools where required, in line with safe working practices and health and safety regulations.

Represent the City Council as an expert witness at enquiries, tribunals and hearings or similar proceedings where appropriate.



Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers. The roleholder will be expected to effectively co-ordinate resources to support the principals of 'joined up' communication and to ensure efficiencies are achieved.

Dependent on the service area, the roleholder may be required to work on a rota basis including out of hours as required to meet customer demand.

Demonstrate a personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be fully considered.

Role Portfolio:

Manchester City Council

Manchester City Council (MCC) supports a resident population of approx. 575,000 people and employs over 7300 staff & supports various external partnerships. The *Our Manchester Strategy - Forward to 2025* sets out how MCC will create a sustainable, equal and inclusive city. At the heart of these ambitions is the desire to achieve equality for all Manchester communities, recognising that for some communities this will mean more support is needed to reduce inequalities and improve outcomes.

The Council is split into Directorates: Adults' Services; Chief Executive's; Children's Services; Corporate Services; Growth and Development; Neighbourhoods; Population, Health and Wellbeing.

ICT & Digital Department

The vision of the ICT & Digital department is "a relentless drive towards digitally empowering better outcomes for the Council and its communities using inclusive, secure & connected technologies to underpin exemplary ICT & Digital service delivery."

The ICT & Digital department support Manchester City Council by providing technology, infrastructure, and digital services. These range from public facing websites to network operations and cloud services. ICT Portfolio and core functions include:

- **Digital Delivery & Business Partnering:** Lead and direct ICT for each of the Council directorates, ensuring the ICT Strategy is aligned to the delivery of the City's strategic priorities and enables services to deliver effectively. The Heads of Digital Delivery & Business Partnering are responsible and accountable for all new ICT & Digital related demand within the specific directorates for which they are responsible utilising teams of programme, project, and product managers to support the continuous delivery of transformational change.
- **Portfolio & Departmental Management Office (PDMO):** Ensures alignment of all ICT & Digital activity with strategic objectives, outcomes, and capacity to deliver, to enable benefit realisation and support continual service improvement. Provides governance standards across all ICT & Digital areas to allow proactive selection, prioritisation, and control of the complete portfolio of activity. Has overarching responsibility for all financial management, contracts and licensing that underpin effective transition and sustainable ICT & Digital service delivery.
- **ICT Operations:** Provides the core operational function of the ICT & Digital department. It is responsible for the following IT Infrastructure Library (ITIL) functions: Service Desk, IT Operation Management, Technical Management, Platform Management and Application Support Management. ICT Operations is at the forefront of ICT service delivery and is one of the most important elements that keeps the organisation running.
- **Cyber Security & Compliance:** Provides the operational security controls, security guidance, security assurance, cyber risk management, and

compliance activities that support all products and platforms within the Council. Protects networks, devices, and data from unauthorised access or criminal use by the practice of ensuring confidentiality, integrity, and availability of information.

- **Enterprise Architecture (EA):** Provides a well-defined practice for conducting enterprise analysis, design, planning, and implementation for the successful development and execution of strategy. Enterprise Architecture reduces redundancy, complexity and information silos and business risks associated with ICT investments.

A high-level summary is provided below to add scale and context to the wide variety of services provided by the Council's ICT & Digital service that is also supported by an investment plan to deliver Digital Transformation across:

- 212 Office locations inc. 27 libraries
- Circa 8000 ICT users and 96 elected Councillors
- 200+ Line of Business Applications
- 1000+ Virtual Servers hosted across resilient Cloud and On-Prem Data Centres
- 10,000+ Laptops, PC's, and associated End User Devices
- 300 printers

Cyber Security and Compliance Team

The wider Cyber Security and Compliance Team provide the operational security controls, security guidance, security assurance and compliance activities that support all products and platforms within the Councils. Protecting networks, devices, and data from unauthorised access or criminal use by the practice of ensuring confidentiality, integrity, and availability of information. These services underpin all operational IT and digital services for the whole organisation that are consumed by our internal staff, external partners along with the customers, residents and visitors of Manchester.

Cyber Operations

The Cyber Operations team provide pro-active threat hunting capabilities along with security governance, assurance and compliance activities, create and manage policies and processes to ensure that all technology remains secure and compliant. Through continuous vulnerability scanning the Cyber team test all security layers are safe, secure and compliant against both our Internal Security Standards and Statutory Obligations whilst ensuring that all supporting hardware and software is current, capacity managed, and professionally documented and administered; either internally or by 3rd parties.

Typical security platforms / applications managed by the Cyber Operations team include (but not limited to):

- Firewalls
- DMZ
- Web Filtering

- Email Filtering
- Ransomware Protection
- Endpoint Detection and Response
- Security Incident and Event Monitoring (SIEM)
- Vulnerability Identification and Management
- OS and Application Security Patching

The role and experience of a Cyber Security Analyst will include:

- Recent experience of being a member of a Security Operations team implementing and supporting Windows Operating Systems; (Server and Workstation) troubleshooting skills that can be demonstrated in a large environment and experience with Active Directory.
- Qualified to Level 5 Diploma in Cyber Security or equivalent (Must be willing to work towards achieving qualification)
- Knowledge and Experience of Administering and Managing an Enterprise Endpoint Detection and Response solution. Keeping it in line with industry best practices and ensuring the protection of all managed devices within the corporate network.
- Knowledge and Experience of Security Patch management using key deployment toolsets (SCCM, WSUS) to all managed devices, from infrastructure and application servers to endpoint devices.
- Experience of implementing technical policies and procedures
- Experience of virtualisation technologies and principles, with a clear understanding of hypervisor management within a large enterprise.
- Recent experience of assisting with operational report writing (OLAs) and other required reports; supported by transparent and factual data analysis; with the aim of demonstrating problems, opportunities and options with / for the services.
- Recent experience of IT Service Operations, and how an IT installation works across 24x7.
- Good knowledge of the relevant legislative framework and professional standards both within the ICT industry and in particular to a local authority.
- To work flexibly including out of hours and bank holidays as required to meet customer demand and potential incidents up-to a Major Incident.



Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

Generic Skills

- **Communication Skills:** Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood. Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well structured and logical way and structures information to meet the needs and understanding of the intended audience.
- **Analytical Skills:** Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources.
- **Planning and Organising:** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
- **Project Management:** Has an understanding of risk management and is capable of creating and updating a project risk log under the direction of the Project Manager.
- **Problem Solving and Decision Making:** Continually performs at high levels of achievement, demonstrating tenacity, energy and commitment to achieve desired results.
- **ICT Skills:** Skills to configure appropriate areas of technical support in a large organisation. Skills to ensure the availability, integrity and search-ability of information through the application of formal data structures and protection measures.

Technical requirements (Role Specific)

- Qualified to ITIL Foundation, with a strong practical understanding of how the core ITIL functions (CM / IM / PM / RM and Configuration Management) interface and interact to collectively support IT and the Business.
- Qualified to Level 5 Diploma in Cyber Security or equivalent (Must be willing to work towards achieving)

