Cyber Security Support Analyst

Salary Range: £39,336 - £44,878
Location: 5 Pancras Square
Reports to: Mohammed Rashad – Security Operations Manager

About the role

London Borough of Camden are seeking a skilled Cyber Security Support Analyst to join the security team and to ensure the confidentiality, integrity, and availability of our Infrastructure, Data, Applications and Systems, and Assets. The ideal candidate will play a crucial role in safeguarding sensitive data in Camden schools, supporting the efficient use of Microsoft Office 365 and Google Workspace.

Here are the key responsibilities of this role:

• Monitor for attacks, intrusions and unusual, unauthorised, or illegal activity.
• Investigate security alerts/incidents and breaches and respond promptly to mitigate potential threats.
• Implement security measures for Microsoft Office 365 and Google Workspace environments.
• Perform regular risk assessments to identify potential vulnerabilities and strategize their mitigation, ensuring potential security gaps are identified and addressed.
• Collaborate with IT teams to ensure secure configuration and management of cloud-based platforms.
• Work closely with other departments to ensure alignment of security measures with organizational goals.
• Develop and enforce security policies and procedures related to Office 365 and Google Workspace usage.
• Provide guidance on security awareness and best practices for using Office 365 and Google Workspace securely.
• Provide advice and guidance to staff on issues such as spam and unwanted or malicious emails.
• Generate security reports and metrics for both technical and non-technical for management and stakeholders.
• Stay current on industry trends, emerging threats, and best practices in cloud security.

The things you'll achieve

As a Cyber Security Support Analyst working in a Security Operations Center (SOC), you'll play a crucial role in protecting Camden schools digital data and assets and maintaining its security posture.

In collaboration with SOC Engineers and the IT Service Manager for Schools, your role will be pivotal in comprehensively assessing the data environment of Camden schools. Your mission is to engage with key personnel to implement top-tier security measures that bolster the safeguarding and worth of data and assets from inception to retirement. This proactive approach aims to curtail potential risks, threats, and vulnerabilities, thereby strengthening the effectiveness of our remediation and defence mechanisms. Additionally, you'll establish a strong alliance with the Information Security teams to guarantee that our information security strategies are aligned and integrated seamlessly. Your contributions directly impact Camden Schools resilience against cyber threats. By continuously improving your skills, staying updated on emerging trends, and collaborating effectively within the SOC, you'll achieve success in this critical role!

About you

You have

Camden is on a journey to transform our digital experiences through the use of cloud technology. To be a successful Cyber Security Support Analyst, you will need to adapt to a fast-paced, ever-changing environment, as well as maintaining a professional, security-focused approach to all tasks. You will ensure that you keep up to date with current threat trends and use that to the benefit of our organisation and its goals.

- Proven experience as a Cyber Security Analyst with a focus on cloud environments, specifically Microsoft Office 365 and Google Workspace.
- Direct experience in using enterprise security tools such as firewalls, endpoint protection, email filters, SIEM, IDS/IPS, and other relevant systems.
- Bachelor's degree in computer science, Information Security, or related field.
- Understanding of key industry frameworks such as MITRE ATT&CK, NIST, ISO, and Cyber Essentials.
- Understanding and awareness of ISO27001, Data Protection, and GDPR.
- Possess critical thinking and problem solving, multi-tasking, and prioritization skills.
- An ability to work under pressure, particularly when dealing with threats and at times of high demand.
- Strong written and verbal communication skills to effectively collaborate with cross-functional teams and stakeholders, including the ability to relate technical information to a non-technical audience.
- Relevant certifications such as SANS, CEH, CompTIA Security+, or equivalent are a plus.
- Civil service, local government or education establishment experience preferred.

Other important stuff...

People management

Successful candidate will not manage any security operations professionals.

Work environment

This will be a hybrid role where you will work from our main offices, 5PS, in Kings Cross and be expected to work at least one day a week in the office, with Tuesday the day when Digital & Data Services are expected to be in. This is a full-time permanent role, standard working hours are between 0800 to 1700 hours, Monday to Friday, and a successful candidate is free to flex their day around these hours.

Who you will be working with

You will report directly to the Security Operations Manager. And additionally, reporting responsibilities to the Schools' IT Service Manager in regard to specific tasks and roles. This role will require building relationships across corporate, supporting people and supporting communities' services to drive the implementation of and compliance with data standards and improve data literacy.

The application process

Anonymised Application – *in keeping with Camden's commitment to inclusion the recruitment to this role is anonymised and supports the objective of reducing the impact of unconscious bias the process is supported by a panel interview.*

Who we are

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk

For the Rebellious
www.camdenjobs.co.uk