**Job Capsule Supplementary Information: Information Security Officer**

**This supplementary information for the Information Security Officer is for guidance and must be used in conjunction with the Job Capsule for Corporate Services.**

**Job Family: Information and Communications Technology Level 3**

**Job Zone: Zone 2**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role purpose**

The role of the Information Security Officer is to support monitoring of access to IT facilities or infrastructure investigating unauthorised access, compliance with data protection and performance of other administrative duties relating to security management.

They will take responsibility for the monitoring of Internet usage and remote network access.

**Example outcomes or objectives that this role will deliver**

* Provide advice and handle most enquiries relating to technical information security, contingency planning and other related activities with only infrequent reference to more senior staff for assistance
* Undertake regular monitoring of system usage and security (with particular reference to internet usage, intranets and e/commerce) and to produce comprehensive reports using approved software
* Respond to potential information security incidents or where appropriate raise, monitor, manage and close security information incidents and to report these incidents in a summary form to the Information Security Manager and to recommend effective countermeasures to reduce the risk of further similar incidents
* Use available software or specialist monitoring tools to maintain awareness and control of the hardware and software.
* Respond to enquiries by users, specialists or others and is able to deal effectively with a broad range of issues of moderate complexity
* Contribute to investigations of operational problems
* Administrate critical systems including antivirus management, mail and communication system, Internet monitoring, infrastructure management tools, storage provisioning, directory services and anti-spam
* The operation and configuration of the IT infrastructure to develop, deliver and support properly engineered IT services and products (including upgrades) to meet or exceed the needs of priorities of the Council in line with agreed service levels and business performing to their optimum capability and meet customer needs
* Maximise service availability and recovery both under normal circumstances and during the implementation of changes, following ITIL processes at all times.
* Maintain the configuration management system, documenting details of all hardware/software items that have been installed, removed or changed so that configuration management records are fully updated and accurate.

**People management responsibilities**

* No formal line management responsibilities.

**Relationships**

* This post reports to the Information Security Manager.

**Work environment**

* The post-holder will be required to work in an ‘agile’ way in line with Camden’s move to a paperless and flexible work environment.

**Technical knowledge and experience**

* BSc in relevant discipline, or equivalent industry experience.
* Experience of/ knowledge of monitoring tools and software (eg SMS or Desktop Management Suite) and the ability to configure and use the reporting and auditing facilities
* Practical experience of using Internet audit/monitoring software tools
* Knowledge of security issues relating to e/commerce and the use of PC's and Networks with particular reference to Windows/NT/Exchange/Outlook, Internet, network and remote access
* Knowledge and skills in the use of network and database security tools
* Understanding of ISO17799 and other information security best practice standards
* Knowledge of storage area network (SAN) security.

**Camden Way Five Ways of Working**

In order to continue delivering for the people of Camden in the face of ever-increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit: <https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>