

# Job Description

**Job Title: ICT Senior Infrastructure Officer (Security)**

**Pay Grade: Grade 10 £40,444 - £42,123 per annum**

**Job Evaluation Reference (HR Use): JD 1893-01**

**Location: Canolfan Rheidol, Aberystwyth**

## **Main Purpose of the Job:**

Responsibility for maintaining, deploying and supporting the security of Council ICT infrastructure. Responsible in maintaining all areas of infrastructure and ensure a secure and resilient service for networking and data centres.

## **Key Tasks & Responsibilities:**

- Information Security - Conducts security risk and vulnerability assessments for defined business applications or IT installations in defined areas, and provides advice and guidance on the application and operation of elementary physical, procedural and technical security controls (e.g. the key controls defined in ISO27001). Performs risk and vulnerability assessments, and business impact analysis for medium size information systems. Investigates suspected attacks and manages security incidents.
- Security Management - Drafts and maintains the policy, standards, procedures and documentation for security. Monitors the application and compliance of security operations procedures and reviews information systems for actual or potential breaches in security. Ensures that all identified breaches in security are promptly and thoroughly investigated. Ensures that any system changes required to maintain security are implemented. Ensures that security records are accurate and complete.
- Service desk and incident management - Receives and handles requests for support following agreed procedures. Responds to requests for support by providing information to enable incident resolution and promptly allocates unresolved calls as appropriate. Maintains records and advises relevant persons of actions taken.
- Availability Management - Provides advice, assistance and leadership associated with the planning, design and improvement of service and component availability, including the investigation of all breaches of availability targets and service non-availability, with the instigation of remedial activities. Plans arrangements for disaster recovery together with supporting processes and manages the testing of such plans.
- Problem Management - Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services. Ensures that such problems are fully documented within the relevant reporting system(s). Coordinates the implementation of agreed remedies and preventative measures. Analyses patterns and trends.

- Project Management - Defines, documents and carries out small projects or sub-projects (typically less than six months), alone or with a small team, actively participating in all phases. Identifies, assesses and manages risks to the success of the project. Prepares realistic plans (including quality, risk and communications plans) and tracks activities against the project schedule, providing regular and accurate reports to stakeholders as appropriate.
- Other Duties The duties outlined are not meant to be an exhaustive list and will comprise any other duties and responsibilities at a level appropriate to the post and in response to organisational change / review and to assist flexibility

**Disclosure & Barring Service Check\*:** [Not Applicable](#)

*\*Guidance re. DBS check type is available [here](#)*

**Essential Professional Registration / Membership:** [Not Applicable](#)

**If selected other, provide the Registration/Membership Required:** Click or tap here to enter text.

# Person Specification

## Essential Requirements

### Essential Academic / Professional / Technical / Vocational Qualifications:

- Educated to Degree level in ICT related sciences.
- NVQ level 5 in Management (or equivalent demonstrable experience)
- NVQ level 4 in Business studies (or equivalent demonstrable experience)
- Meet the Requirements for CITP (Chartered IT Professional) or CISSP, ie. Operating at SFIA Level 5.

### Essential experience (Please provide minimum number of years' experience required):

- Minimum of 5 years experience within an ICT Security, Infrastructure Architect or Technical Lead Role.
- Demonstrable experience (3 years minimum) with Networking, VOIP, Linux, Microsoft Exchange, VMWARE, Citrix, Lync and Active Director

### Essential practical/personal skills:

- Detail knowledge of
  - Microsoft Operating software
  - Messaging services
  - Networking protocols for both data and voice
  - GovCERT and cyber security standards
  - Printing infrastructure
  - Application packaging
  - Data Centre technology
  - Virtualisation software
  - Active Directory
  - Linux
- Excellent written and verbal communication skills at all levels including Staff, Managers, Leadership Group, Members and External contacts.
- Excellent knowledge of Council policies and procedures plus good knowledge of legislation in respect of Information (FOI, GDPR, RIPA etc.)
- Excellent interpersonal, presentational, organisational influencing and negotiating skills.
- Ability to show tact and discretion in relation to all stakeholders.
- Ability to work to deadlines.
- Using their own travel arrangements, the postholder must be able to attend locations across the county at very short notice, in order to respond promptly to operational and service demands.

## **English Language Skills:**

**You must possess the following linguistic skills when you start the position.**

### **Listening & Speaking**

- **Level 4:** Can contribute effectively to internal and external meetings in the context of the job area. Can understand differences in language and dialect. Can argue for or against a specific case. Can chair meetings and answer questions confidently from the Chair. Can give presentations fluently and confidently in the context of the job area.

### **Reading Skills**

- **Level 4:** Can understand correspondence and reports expressed in standard language.

### **Writing Skills**

- **Level 4:** Can write business correspondence, short reports, e-mail messages and information literature with editorial assistance.

## **Welsh Language Skills:**

**The following linguistic skills will be required within 2 years of appointment.**

### **Listening & Speaking**

- **Level 2:** Can understand the essence of a conversation. Can receive and understand simple messages following normal patterns, such as time and place of meeting, request to talk to someone. Can pass on basic information and simple instructions. Can begin and end conversations and meetings bilingually.

### **Reading Skills**

- **Level 2:** Can understand most short reports and familiar instructions within his/her own area of expertise, provided enough time is given.

### **Writing Skills**

- **Level 2:** Can write a short simple message on paper or by e-mail to a colleague within the Council or a known external contact.

---

## **Desirable Requirements**

### **Desirable Academic / Professional / Technical / Vocational Qualifications:**

- ITIL (foundation level) if not present.
- Health and Safety Training: Personal Safety, Manual Handling (Load) and Asbestos Awareness.
- Other training/education provided as required.

**Desirable experience:**

**Desirable practical/personal skills:**

# Swydd Ddisgrifiad

**Teitl y Swydd:** Uwch Swyddog Seilwaith TGCh (Diogelwch)

**Gradd Gyflog:** Gradd 10 £40,444 - £42,123 y flwyddyn

**Cyfeirnod Gwerthuso Swyddi (Defnydd AD):** JD 1893-01

**Lleoliad Gwaith:** Canolfan Rheidol, Aberystwyth

**Prif Ddiben y Swydd:**

***Yn gyfrifol am gynnal, gweithredu a chefnogi diogelwch seilwaith TGCh y Cyngor. Yn gyfrifol am gynnal pob maes o'r seilwaith a sicrhau gwasanaeth diogel a gwydn ar gyfer rhwydweithio a chanolfannau data.***

**Tasgau a Chyfrifoldebau Allweddol:**

- Diogelwch Gwybodaeth – Cynnal asesiadau risg a bregusrwydd diogelwch ar gyfer cymwysiadau busnes neu osodiadau TG diffiniedig mewn meysydd penodol, a darparu cyngor ac arweiniad ar gymhwyso a gweithredu rheolaethau diogelwch corfforol, gweithdrefnol a thechnegol sylfaenol, er enghraifft y rheolaethau allweddol a nodir yn ISO27001. Cynnal asesiadau risg a bregusrwydd, a dadansoddi effaith ar fusnes ar gyfer systemau gwybodaeth canolig eu maint. Ymchwilio i ymosodiadau honedig a rheoli digwyddiadau diogelwch.
- Rheoli Diogelwch – Drafftio a chynnal polisïau, safonau, gweithdrefnau a dogfennaeth ar gyfer diogelwch. Monitro cymhwyso a chydymffurfiaeth gweithdrefnau gweithredu diogelwch ac adolygu systemau gwybodaeth am dorri diogelwch gwirioneddol neu bosibl. Sicrhau bod pob achos a nodir o dorri diogelwch yn cael ei ymchwilio'n brydlon ac yn drylwyr. Sicrhau bod unrhyw newidiadau system sy'n ofynnol i gynnal diogelwch yn cael eu gweithredu. Sicrhau bod cofnodion diogelwch yn gywir ac yn gyflawn.
- Desg gwasanaeth a rheoli digwyddiadau – Derbyn a delio â cheisiadau am gymorth yn unol â gweithdrefnau cytunedig. Ymateb i geisiadau am gymorth drwy ddarparu gwybodaeth i alluogi datrys digwyddiadau ac aseinio galwadau sydd heb eu datrys yn brydlon fel sy'n briodol. Cynnal cofnodion a hysbysu'r unigolion perthnasol o'r camau a gymerwyd.
- Rheoli Argaeledd – Darparu cyngor, cymorth ac arweinyddiaeth sy'n ymwneud â chynllunio, dylunio a gwella argaeledd gwasanaethau a chydrannau, gan gynnwys ymchwilio i bob achos o fethu â chyrraedd targedau argaeledd ac unrhyw ddiffyg argaeledd gwasanaeth, a chychwyn camau unioni. Cynllunio trefniadau adfer ar ôl trychineb ynghyd â phrosesau ategol a rheoli profi'r cynlluniau hynny.
- Rheoli Problemau – Sicrhau bod camau priodol yn cael eu cymryd i ragweld, ymchwilio a datrys problemau mewn systemau a gwasanaethau. Sicrhau bod y problemau hynny'n cael eu dogfennu'n llawn yn y systemau adrodd perthnasol. Cydlynu gweithredu atebion cytunedig a mesurau ataliol. Dadansoddi patrymau a thueddiadau.
- Rheoli Prosiectau – Diffinio, dogfennu a chyflawni prosiectau bach neu is-brosiectau, fel arfer llai na chwe mis, yn annibynnol neu gyda thîm bach, gan gymryd rhan weithredol ym mhob cam. Nodi, asesu a rheoli risgiau i lwyddiant y prosiect. Paratoi cynlluniau realistig, gan gynnwys cynlluniau ansawdd, risg a chyfathrebu, ac olrhain gweithgareddau yn erbyn amserlen y prosiect, gan ddarparu adroddiadau rheolaidd a chywir i randdeiliaid fel sy'n briodol.

- Dyletswyddau eraill – Nid yw'r dyletswyddau a amlinellir yn rhestr gynhwysfawr a byddant yn cynnwys unrhyw ddyletswyddau a chyfrifoldebau eraill ar lefel briodol i'r swydd ac mewn ymateb i newid neu adolygiad sefydliadol, ac i gynorthwyo hyblygrwydd.

**Gwiriad y Gwasanaeth Datgelu a Gwahardd\*:** Ddim yn berthnasol

**Cofrestriad / Aelodaeth Broffesiynol Hanfodol:** Ddim yn berthnasol

# Manyleb Person

## Gofynion Hanfodol

### Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol Hanfodol:

- Addysg hyd at lefel gradd mewn gwyddorau sy'n ymwneud â TGCh.
- NVQ lefel 5 mewn Rheolaeth, neu brofiad cyfatebol y gellir ei ddangos.
- NVQ lefel 4 mewn Astudiaethau Busnes, neu brofiad cyfatebol y gellir ei ddangos.
- Bodloni'r gofynion ar gyfer CITP, sef Gweithiwr TG Siartredig, neu CISSP, h.y. gweithredu ar Lefel 5 SFIA.

### Profiad hanfodol: nodwch isafswm nifer y blynyddoedd o brofiad sy'n ofynnol:

- O leiaf 5 mlynedd o brofiad mewn rôl Diogelwch TGCh, Pensaer Seilwaith neu Arweinydd Technegol.
- Profiad y gellir ei ddangos, o leiaf 3 blynedd, gyda Rhwydweithio, VOIP, Linux, Microsoft Exchange, VMWARE, Citrix, Lync ac Active Directory.

### Sgiliau ymarferol/personol hanfodol:

- Gwybodaeth fanwl am:
  - Meddalwedd weithredu Microsoft
  - Gwasanaethau negeseua
  - Protocolau rhwydweithio ar gyfer data a llais
  - Safonau GovCERT a seiberddiogelwch
  - Seilwaith argraffu
  - Pecynnu cymwysiadau
  - Technoleg canolfannau data
  - Meddalwedd rhithwirol
  - Active Directory
  - Linux
- Sgiliau cyfathrebu ysgrifenedig a llafar rhagorol ar bob lefel, gan gynnwys staff, rheolwyr, y Grŵp Arwain, aelodau a chysylltiadau allanol.
- Gwybodaeth ragorol am bolisiau a gweithdrefnau'r Cyngor, ynghyd â gwybodaeth dda am ddeddfwriaeth sy'n ymwneud â gwybodaeth, gan gynnwys Rhyddid Gwybodaeth, GDPR, RIPA ac ati.
- Sgiliau rhyngpersonol, cyflwyno, trefnu, dylanwadu a negodi rhagorol.
- Y gallu i ddangos tact a disgresiwn mewn perthynas â phob rhanddeiliad.
- Y gallu i weithio i derfynau amser.
- Bydd angen i ddeiliad y swydd allu teithio i wahanol leoliadau ledled y sir ar fyr rybudd, gan ddefnyddio cludiant personol, i ymateb yn brydlon i anghenion y gwasanaeth.



Sgiliau Iaith Saesneg:

**Rhaid meddu ar y sgiliau ieithyddol canlynol wrth ddechrau yn y swydd.**

- **Gwranddo a Siarad – Lefel 4:** Gall gyfrannu'n effeithiol at gyfarfodydd mewnol ac allanol yng nghyd-destun maes y swydd. Gall ddeall gwahaniaethau mewn iaith a thafodiaith. Gall ddadlau o blaid neu yn erbyn achos penodol. Gall gadeirio cyfarfodydd ac ateb cwestiynau'n hyderus o'r Gadair. Gall roi cyflwyniadau'n rhugl ac yn hyderus yng nghyd-destun maes y swydd.
- **Sgiliau Darllen – Lefel 4:** Gall ddeall gohebiaeth ac adroddiadau a fynegir mewn iaith safonol.
- **Sgiliau Ysgrifennu – Lefel 4:** Gall ysgrifennu gohebiaeth fusnes, adroddiadau byr, negeseuon e-bost a llenyddiaeth wybodaeth gyda chymorth golygyddol.

Sgiliau Iaith Gymraeg:

**Rhaid meddu ar y sgiliau ieithyddol canlynol wrth ddechrau yn y swydd.**

- **Gwranddo a Siarad – Lefel 2:** Gall ddeall hanfod sgwrs. Gall dderbyn a deall negeseuon syml sy'n dilyn patrymau arferol, megis amser a lleoliad cyfarfod neu gais i siarad â rhywun. Gall drosglwyddo gwybodaeth sylfaenol a chyfarwyddiadau syml. Gall ddechrau a gorffen sgysiau a chyfarfodydd yn ddwyieithog.
- **Sgiliau Darllen – Lefel 2:** Gall ddeall y rhan fwyaf o adroddiadau byr a chyfarwyddiadau cyfarwydd o fewn ei faes arbenigedd ei hun, ar yr amod bod digon o amser yn cael ei roi.
- **Sgiliau Ysgrifennu – Lefel 2:** Gall ysgrifennu neges fer a syml ar bapur neu drwy e-bost at gydweithiwr o fewn y Cyngor neu gyswllt allanol hysbys.

Gofynion Dymunol

**Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol Dymunol:**

- ITIL, lefel sylfaen, os nad yw eisoes ar gael.
- Hyfforddiant Iechyd a Diogelwch: Diogelwch Personol, Codi a Chario a Ymwybyddiaeth Asbestos.
- Hyfforddiant/addysg arall a ddarperir fel sy'n ofynnol.

**Profiad Dymunol:**

**Sgiliau ymarferol/personol dymunol:**