



Gippsland
Water

Join our team

Graduate IT Security Officer
Full time

Position Description



About us

We're the second largest regional urban water corporation by revenue in Victoria, comprising a diverse, complex and geographically dispersed asset base, with over 300 team members across seven departments.



So why choose us?

We exist to deliver reliable, high-quality water, wastewater and waste recovery services to ensure the economy and liveability of the central Gippsland region.

Our region is diverse which presents many challenges, and we play an important role in its ongoing stability and transition.

We're continuing to focus on:

- maintaining quality water and wastewater services for our customers at an affordable price
- our sustainable future and the future of the region, and
- the role we play in the future.

Our people

Our strategic priorities provide the direction and insight into how we will deliver on our vision, highlighting that our people play an integral role in our ability to achieve successful outcomes for our customers and the community.

We're committed to building a diverse and inclusive workplace and strongly encourage applications from experienced women and men, people with disabilities, LGBTIQ+, ATSI, culturally and ethnically diverse candidates to best represent and engage with communities we live and work in.

Our achievements

With a clear strategy, strong leadership and driving accountability in a consistent way across the business we've been able to drive a positive and constructive culture shift, and a sustained increase to employee engagement.

Our values

We take pride in partnering with the community in providing quality water and waste services so we can enjoy a healthy and sustainable Gippsland for generations to come.

Our values are:

- Safety and wellbeing
- Customer focussed
- Innovation
- Accountability
- Collaboration
- Integrity & Respect

What we have to offer

We are growing, innovative and committed to ensuring that Gippsland Water remains a great place to work. We do this by offering a flexible and stimulating workplace and investing in our people to enable us to adapt to the changing needs of our region.

But that's not all - it's also about freedom. We support our people to achieve their potential by providing the freedom to learn, explore and be true to their passion.

Interested to find out more?

For more information about our career opportunities and what we can offer you, please visit www.gippswater.com.au/careers

POSITION DESCRIPTION

Graduate IT Security Officer

POSITION DETAILS

Position Title: Graduate IT Security Officer

Reports to: Senior IT Systems Security Specialists

Department: Innovation & Technology / Business Transformation

Location: Traralgon

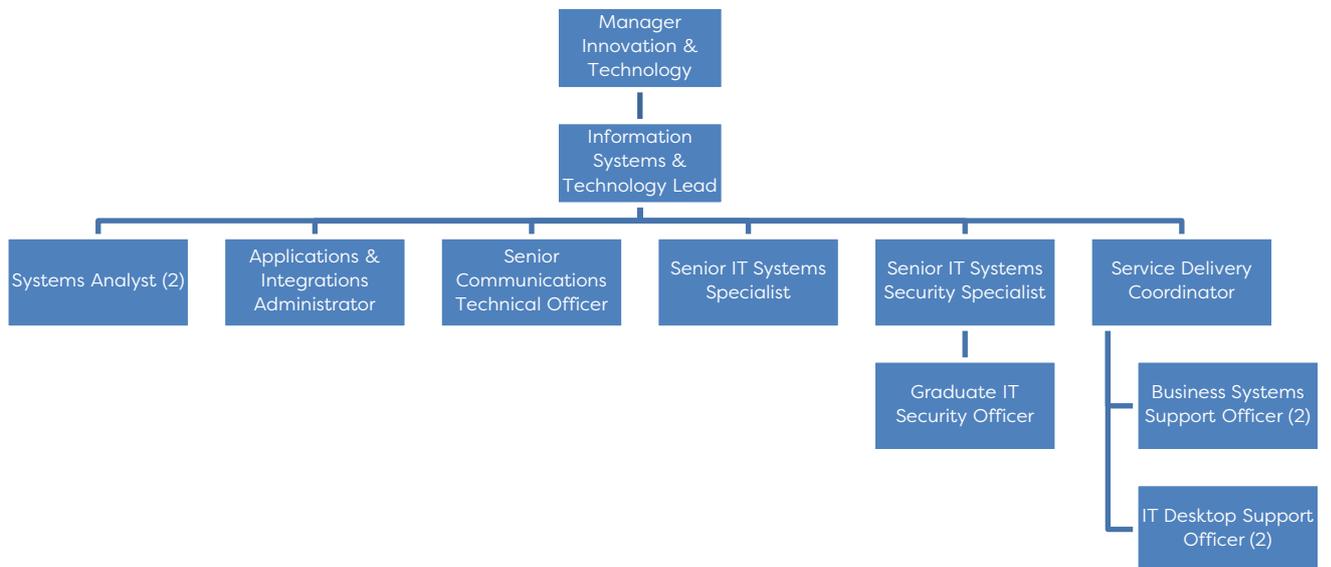
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PURPOSE OF POSITION

As part of a professional development program. The Graduate IT Security Officer position will provide efficient and effective cyber security administrative and technical support to assist in maintaining and securing Gippsland Water’s information technology systems. This includes a focus on reviewing various security controls, analysing threats to the business, providing awareness to stakeholders and responding to security events ensuring action is taken in an appropriate and timely manner.

ORGANISATION STRUCTURE



KEY ACCOUNTABILITIES

Under the guidance of senior technical specialists The Graduate IT Security Officer will work within the Information Systems and Technology team to assess and deploy technical controls and contribute to the creation and updating of documentation to meet specific security requirements. This will include participating in incident response activities, assisting in the maintenance of security response plans and playbooks, optimisation of security infrastructure and completing risk assessments to protect Gippsland Water's IT information systems.

KEY RESPONSIBILITIES

- Identify, assess and manage/mitigate risk (in regards to Gippsland Water's IT Information Systems) in a proactive manner within Gippsland Water's Risk Management Framework.
- Provide day to day administration, monitoring and optimisation of security tools and infrastructure.
- Liaise with internal teams and business units to facilitate appropriate security outcomes.
- Assist in implementing and maintaining security architecture in line with security policies, principles, and standards.
- Work with the Senior IT Systems Security Specialist to develop strategies and plans to identify emerging threats and assist with development of programs to address identified risks.
- Respond to security events to assist in minimising any impact and document security incidents, and corrective action registers.
- Undertake root cause analysis on security related events to understand the root cause.
- Assist with scheduled patch and update release and deployment.
- Prepare and deliver training, education and general awareness of IT system, infrastructure and information safety.
- Liaise and coordinate with vendors and contractors on various hardware and system platforms.
- Contribute to continuous improvement by identifying and recommending opportunities to optimise our systems and processes.
- Maintain and update industry knowledge and digital developments to support security and optimisation of systems.
- Ensure that Gippsland Water's ICT security policies, practices and procedures are complied with and applied in day to day operations and activities.



- Ensure that Gippsland Water's ICT change control policies, practices and procedures are complied with and applied in day to day operations and activities.

KEY CHALLENGES

Gippsland Water is committed to transforming the business to ensure that:

- Processes and systems are evaluated and optimised.
- Digital technologies are deployed to optimise operations and provide high quality customer experience.
- Innovation is incorporated into the way we work.
- Systems and processes are implemented to keep our people and information safe.

The Graduate IT Security Officer will be challenged with familiarising and adapting to Gippsland Water's IT infrastructure and systems, processes and language, in order to provide high quality services while developing cyber security skills which assist in keeping abreast of emerging threats and security technologies.

In the course of their work, the Graduate IT Security Officer will be challenged with working across all areas of the Gippsland Water business, working collectively with stakeholders ranging from operational employees to the Executive Leadership Team. They will possess the ability to readily adapt to budget, time and resourcing constraints, whilst ensuring effective communication and negotiation with relevant stakeholders in order to achieve the best outcomes for our business.

JUDGEMENT & REASONING

Problems encountered by the workgroup often occur without warning and require an immediate solution. The Graduate IT Security Officer must be able to analyse complex problems, assess a range of solutions and in consultation with the senior members of the IST team select the most appropriate solution.

Established policies and procedures will be referred to where they exist but where there are no precedents or complex issues, the Graduate IT Security Officer will resolve them by consulting with IST Team members, the Senior IT Security Specialist, key system users and external resources where appropriate.

The Graduate IT Security Officer will be supported and mentored for the duration of their training, with senior members of the IST Team available for reference or clarification for decisions beyond their capability or comfort.

The Graduate IT Security Officer will have the opportunity to develop project management and technical skills which help build an information security culture among IT and general users.



INTERPERSONAL SKILLS/COMMUNICATIONS

The Graduate IT Security Officer requires a high level of communication skills and techniques to be successful in the role. The Graduate IT Security Officer will educate staff on the risks associated with security management in a way that effectively promotes vigilance and will have the ability to communicate complex technical issues in easy to understand ways.

They will also require the ability to gain the cooperation of others by using positive influencing skills, advocate compliance with Information, Communication and Technology policies and ensure timely communications to influence and strengthen an information safety culture.

External Communications

- Vendors
- Contractors/Consultants

Internal Communications

- Information Systems and Technology/Transformation and Delivery/SCADA Team Leaders
- Manager Innovation and Technology
- Corporate System Users

ESSENTIAL PROOF OF VACCINATION STATUS

To meet our obligations under the *COVID-19 Mandatory Vaccination (Workers) Directions* proof of current COVID-19 vaccination status is required.

Individual’s records will be managed appropriately in strict accordance with Gippsland Water’s Privacy Policy, the *Privacy and Data Protection Act 2014 (Vic)* and *Health Records Act (2001) [Vic]*.

KNOWLEDGE, SKILLS & EXPERIENCE

ESSENTIAL & DESIRED FORMAL QUALIFICATION

Essential:	Desirable:
<ul style="list-style-type: none"> • A relevant tertiary qualification in an IT related discipline. 	<ul style="list-style-type: none"> • Industry based Microsoft, Cisco or Cyber Security related training.

ESSENTIAL & DESIRED SKILLS/EXPERIENCE

Essential:	Desirable:
<ul style="list-style-type: none"> • An understanding of penetration testing and vulnerability scanning and mitigation methodologies and tools. • The ability to apply project management principles. • A broad knowledge of principles and industry practices associated with information technology. • Good presentation, written and oral communication skills. • Well-developed computer skills primarily in a Windows operating environment. • A demonstrated ability to operate within a team environment. • Well-developed interpersonal skills, with the ability to work effectively with people at all organisational levels. • Ability to learn and grasp complex topics with good analytical, critical-thinking and problem-solving skills. • Pro-active and self-starting, including the ability to work under minimum supervision as required. • Ability to prioritise and troubleshoot in a multi-tasking environment. • Understanding of Disaster Recovery practices and principles. • Enthusiasm and ability to learn Gippsland Water systems and processes. 	<ul style="list-style-type: none"> • Understanding of Cyber Security related standards, methodologies and frameworks. • Knowledge of security related infrastructure including understanding the role of Firewalls, IDS and SIEM platforms. • Knowledge of PowerShell, Python or related scripting languages. • Awareness of Cyber Security industry and global threat landscape.

SELECTION CRITERIA

- Desire and passion for a career in Cyber Security.
- Proven ability to problem solve and prioritise workload in a multi-task environment.
- A demonstrated ability to work in and utilise a team based approach to achieve outcomes.
- A demonstrated ability to deliver high level, customer focused service and technical advice.
- Excellent presentation including well developed oral and written communication skills.



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