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Plymouth Community Homes

JOB DESCRIPTION

POSITION: IT Security and Infrastructure Specialist

RESPONSIBLE TO: IT Services Manager

LOCATION: Plumer House

SUMMARY OF ROLE

Information technology is pivotal in supporting Plymouth Community Homes deliver its strategic, business and digital agenda and the delivery of its services in a flexible and efficient way. The constantly changing technology landscape and the need to leverage emerging digital technologies and opportunities drives constant business change to meet current and future requirements and to ensure Plymouth Community Homes IT infrastructure is fit for purpose, resilient and secure.

The Role

The role of 'IT Security and Infrastructure Specialist' is multi-faceted being **proactive** in ensuring that PCH IT Infrastructure is secure, protected and up to date in the face of known and emerging cyber threats and 'fit for purpose', **contributing** to resolution (and avoidance) to issues and problems affecting the IT Infrastructure, performance and availability, undertaking an **advisory role** within the IT Service Delivery team providing advice, guidance in supports of its IT Infrastructure, Virtual Data Centre environment and WAN/LAN communication, and **contributing to/leading on** IT Infrastructure design, implementations and changes

KEY TASKS

IT Infrastructure Security and Cyber protection

- Ensure the IT Infrastructure, its data, files and applications are protected against known threats and attacks and reacting to emerging threats to minimise any risk of compromise of the IT Infrastructure.
- Review and make recommendations to provide adequate levels of IT security in line with best industry practice and/or in response to new cyber threats.

Infrastructure Maintenance, Capacity Planning and Administration

- To advise/lead on proactive and preventative housekeeping of the IT Infrastructure including Virtual Data Centre and WAN/LAN connectivity.
- Undertake capacity planning ensuring the IT Infrastructure and Services are fit for purpose and future growth predictions.
- Provide periodic and ad-hoc reports.

IT Infrastructure Design and Architecture

- Researches/investigates emerging infrastructure security topics, threats, capabilities, and solution options to create/update policy and governance, technology strategies, solution architecture, and vulnerability assessments.
- Act as / provide internal guidance and advice to all business areas in matters of IT security, governance and protection.

Incident and Problem Management

- Provide advice on and be involved in tasks and actions in response to issues, problems and incidents.
- Act as a 'point of technical expertise' supporting IT Service Support Staff in all matters relating to IT Infrastructure, Data Centre and WAN/LAN.

Support

- Provide supervisory/support role for Infrastructure Analyst.
- Collaborate and support other functions within IT and IT suppliers to ensure new areas of support are taken on effectively and efficiently with appropriate handover.
- Any other duties as requested from time to time by the IT Services Manager or Head of IT.

Plymouth Community Homes
PERSON SPECIFICATION
IT Security and Infrastructure Specialist

Requirement	Essential	Desirable
Experience	<ul style="list-style-type: none"> - Experience working in an IT position with significant information security responsibilities; this may include responsibilities as a security professional or as an IT administrator (e.g. network, systems, application, or cloud administrator) with significant experience implementing or supporting security controls. - Demonstrable experience working within an IT department, supporting IT Infrastructure, Data Centre environment and WAN/LAN. 	<ul style="list-style-type: none"> - Experience of the Housing Association sector.
Knowledge	<ul style="list-style-type: none"> - Technical knowledge in the following: <ul style="list-style-type: none"> o Virtual environments (Citrix, XenDesktop, XenAPP) o Windows Stack o Firewalls, o Digital certificates, SSL, VPN, TCP/IP, DNS, web security architecture o Storage and Backup technologies and devices (SAN) - Familiarity with application and operating system hardening, vulnerability assessments, security audits, penetration testing, intrusion prevention systems and other security control systems. - A good knowledge and understanding of VDI and virtualisation environments. - Knowledge of WAN/LAN, TCP/IP, cabling, switches. - Working knowledge of analysis tools and techniques including root cause analysis and requirements gathering - Working with complex infrastructure solutions 	<ul style="list-style-type: none"> - Exposure to Citrix and its support. - Exposure to cloud services / SaaS/ IaaS/ PaaS.
Skills / Abilities	<ul style="list-style-type: none"> - Attention to detail, analytical abilities and the ability to recognise trends in data. - Communication skills and the ability to interact effectively with a range of staff/vendors/suppliers. - Understanding of confidentiality issues, and the law relating to them. - Solid knowledge of information security principles and practices. - Working experience with intrusion detection systems. - Ability to present Information Security technologies to non-technical/leadership audiences. - Ability to demonstrate empathy with 	

	<p>client and a 'can do' attitude.</p> <ul style="list-style-type: none"> - Ability to work within a high-pressure environment, highly organised and prioritising and balancing the needs of a demanding user base. - Good administrative skills in maintaining systems, documenting actions and adherence to procedures. - Clearly defines mutual expectations of self and others. Takes appropriate actions to ensure obligations are met. Revises standards in response to change. - Uses digital technologies as an integral part of the working day. Looks for opportunities to explore new digital technologies to improve working practices. - Takes responsibility for personal growth and plans learning to gain appropriate new knowledge, behaviours and skills. - Excellent self-organisation, self-management skills. - Proven ability to organise, facilitate and deliver requirement gathering and stakeholder engagement workshops. - Ability to quickly understand the business issues and data challenges of the organisation and industry. 	
Qualifications	<ul style="list-style-type: none"> - A-level or above - Recognised qualification in Computer Science, Information Technology/Systems, Information Security, Cybre Security 	<ul style="list-style-type: none"> - Prince2 Foundation - ITIL V3 Foundation
Physical Requirements		

Note: PCH is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable to enable disabled people to fulfill the criteria for, and undertake the duties, of its jobs.

GENERAL RESPONSIBILITIES

1. Confidentiality

The post holder must maintain confidentiality of information about staff and residents and Plymouth Community Homes and Plymouth Community Homes Manufacturing Services Ltd (hereinafter referred to as PCH) business and be aware of the Data Protection Act 1998.

2. Standards of Business Conduct

PCH expect all employees to maintain the highest standards of personal and business conduct at all times. The handbook sets out the PCH expectations under sections: Code of Conduct and Declaration of Interests, copies are available from the Human Resources Department at Plumer House.

3. Health & Safety

The post holder should be aware of the responsibility placed on employees under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment.

4. Equality & Diversity

PCH is opposed to direct and indirect discrimination and aims to promote equal opportunities. Any employee of PCH is required to treat all colleagues, customers, stakeholders and partners equally, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

All employees must abide by these principles and comply with PCH policies and strategies in support of these principles which may be issued from time to time by PCH.

5. Training and Development

To attend appropriate training courses and supervision meetings as required.

6. Communication

To attend staff and team meetings.

7. Risk Management

Consider and follow the PCH Risk Management processes when participating in service planning and delivery.

PURPOSE OF A JOB DESCRIPTION

This is a description of the job as it is presently constituted. Job descriptions are reviewed and updated when considered necessary to reflect any changes to the job being done and to incorporate changes. Employees will be consulted on any changes in their job description in a meeting with their line manager. If agreement is not possible PCH reserves the right to insist on changes by adding to, taking away or substituting duties; provided that in doing so we do not change the fundamental nature of the post.