

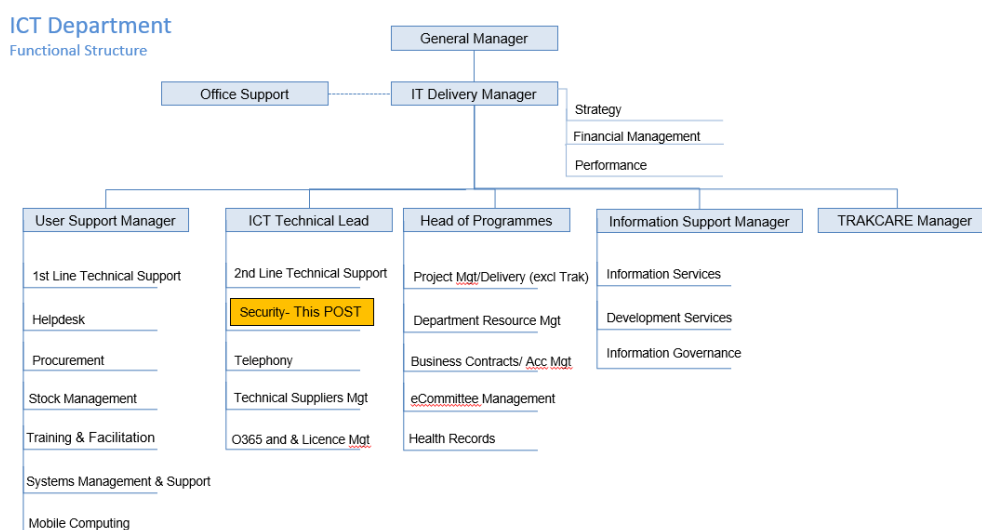
1. JOB DESCRIPTION

Job Title:	eHealth Cyber Security Manager
Responsible to (insert job title):	ICT Technical Lead
Department(s):	Information Communications Technology
Directorate:	Information Communications Technology
Operating Division:	eHealth
Job Reference:	ADMIN064IM&T.21
No of Job Holders:	1
Last Update (insert date):	June 2021

2. JOB PURPOSE

To provide leadership, technical direction and guidance on matters of Cyber / IT Security Technical Controls, Procedures and Standards. To ensure that NHS Dumfries & Galloway achieves and maintains the assurance standards provided by NIS Regulations, Cyber Essentials (+) and the ISO Controls. To direct all Cyber Security Technical controls for NHS Dumfries & Galloway and to collaborate with partner organisations on a range of complex and sensitive security issues providing expert specialist advice on Cyber Security to other IT Professionals, Clinicians and all NHS staff in NHS Dumfries & Galloway. To assist and advise IT Delivery Manager/General Manager on ensuring that NHS Dumfries & Galloway IT Security Policies, Procedures, Cyber Defence Tools and Configurations are mitigating and reducing the Cyber Security Operational Risks, National Guidance and reflect latest Best Practice for the ICT Estate and aligns with the IT / Cyber Security industry.

ORGANISATIONAL POSITION



3. SCOPE AND RANGE

Organisational

NHS Dumfries & Galloway has 4,500 employees and contractors, to whom the vast majority have access to systems and networks provided by NHS Dumfries & Galloway or partner organisations. The post holder is responsible for helping develop cyber resilience strategy and procedures to maintain security and integrity of the technology infrastructure and systems over which our services run. This is key to maintaining clinical and public confidence in the Information Technology for sensitive personal and business information held on a wide variety of complex and interdependent systems. A full understanding of current national and industry standards policies for IT security and information governance is required. This role is expected to complement the existing Information Governance team, so working knowledge of NHS Scotland's Information Security guidelines and policies is useful.

Technical

Thorough knowledge of a wide range of complex technologies including but not conclusively:

- Intrusion Detection & Prevention
- Network, Server and End User Device infrastructures
- Malicious code screening and related safeguards, Internet protocols
- Internet access monitoring and control
- Remote network access
- Firewall protection for WAN / LAN connections
- Targeted phishing and other Cyber Crime

Projects/Workload

The post holder will play a lead role in ensuring that robust security arrangements are in place across NHS Dumfries & Galloway with different complex networks. This will entail the creation of new networks with links to partner organisations in local authorities across approximately 92 locations including GP, Hospital and Community Sites. NHS Dumfries & Galloway has a large IT estate supporting a complex range of interlinked and interdependent clinical, financial and other key business systems.

Number of Servers > 400
Number of Firewalls > 40
Number of Security Appliances > 6
Number of Desktop PCs > 4,500
Number of Sites Supported > 92

4. ROLE OF THE DEPARTMENT

The overall aim of the ICT Department is to deliver and maintain a comprehensive integrated digital information technology and health information strategy in order to ensure that the right information is provided in the right place at the right time, to support highest possible levels of diagnosis, treatment and care of patients and clients, to support continuous improvement of the health of the populations we serve and to achieve more effective integration between Health and the care services of our Local Authority partners.

This includes patients' case notes and other information for clinicians working in the community and primary care, in outpatient clinics, on the point of admission for

inpatients/day cases and for review after discharge: it includes developing and supporting electronic information systems for clinical and management use: and it includes collection and analysis of data required by the Scottish Government Health & Social Care Department, for local monitoring of activity or performance, and for surveillance and protection of the health of our populations

The ICT Department provides an on-call service with Out of Hours rotas covering core technical areas, this includes Saturday and Sundays.

The post will be required to contribute to evening and weekend work, if required, and cover all areas of services if resources fall below critical levels as well as taking a lead role in the event of urgently responding to any significant cyber issue affecting the normal operational services of the Organisation.

5. MAIN DUTIES/RESPONSIBILITIES

Managerial

- Manage the availability, supportability and peak effectiveness of all IT / Cyber Security tools, appliances and services.
- Be responsible for the development and enforcement of NHS Dumfries & Galloway wide security strategy and technical controls to ensure that all known and anticipated risks to the integrity, confidentiality and availability of data are countered.
- Be responsible for maintaining accredited standards i.e. Cyber Essentials (+) NIS/ISO across the organisation and reporting any technologies or assets which are not compliant.
- To participate as a full member of the ICT Management team, as well as providing expertise to the IT Delivery Manager/General Manager in all special project groups to ensure appropriate Cyber Security consideration is made when executing implementation and transition of delivery programmes into BAU.
- Undertake technical development and operational audits of all NHS Dumfries & Galloway's Cyber Security Services and defence technologies as well as others that are linked with Local Authority partners and other Health Boards. Representing Dumfries & Galloway's interests to ensure that the security and integrity of direct network links are maintained and agreed procedures for systems access and change management are followed.
- Attend regular meetings of local and regional IT, Information Governance / Cyber Security colleagues to maintain awareness, communication and gather intelligence on a wide range of IT Security issues, threats and vulnerabilities.
- Liaise with operational service managers, team leads and their staff to develop and implement a contingency strategy for all systems where business continuity is critical.
- To manage and provide leadership for staff, striving to promote harmonious staff relationships, and seeking to develop the potential of these staff, in line with Staff Governance Guidelines with the support of a Personal Development Plan, to ensure the achievement of individual and corporate objectives.
- Responsible for the recruitment and selection of Cyber Security team staff. To monitor and control sickness absence, undertake the team's PDPs; investigate discipline and grievance issues, ensure compliance with mandatory training and allocation of workload.
- To take a lead role in achieving Staff Governance Standards by ensuring that staff are appraised of any new recommendations/developments.
- Management of risk.

Planning & Organisational Skills

- Participate actively in the definition of the Systems Strategy and planning, along with Team Managers and Senior Managers.
- Assisting with planning the implementation of new systems/applications and other infrastructure of multiple components to required accredited standards.
- Adjusting plans as circumstances change ensuring other projects are also taken into consideration regarding the shared components or limited staff resource to implement the required changes.
- Liaise with team Service Delivery Manager's to ensure all user departments are aware of plans and understand the potential complexities of an implementation.
- Support complex projects which impact across the department and NHS Dumfries & Galloway and where necessary make the relevant adjustments which will ensure the achievement of the wider department strategy.
- Creating and maintaining IT Systems plans to support the organisation's business strategy.
- Other duties within Band skill level as directed in support of the ICT Technical Lead of IT Delivery Manager.

Research and Development

- Regularly undertaking research into new products, evaluating their effectiveness and applicability to the objectives of eHealth and Cyber Security.
- Perusing innovative ideas and making recommendations on technologies.
- Researching potential fixes to problems and issues that regularly occur in technology solutions, reporting findings to suppliers as required.
- Maintain awareness of security threats and the techniques, technologies and best practice that help control / reduce risk.

Patient / Client Care

- Incidental contact

6. SYSTEMS, EQUIPMENT AND MACHINERY

Desktop PC and Printer
Telephone, Photocopier and Fax
Windows 7/10
Microsoft Office / 365
Microsoft Project
Email
Internet
Government on-line tools
Knowledge of various advanced IT Security tools and diagnostic equipment.

8. DECISIONS & JUDGEMENTS

A Team Manager has delegated responsibility for supporting the delivery of Systems and Services to NHS Dumfries & Galloway. A proportion of the work will be determined by the escalated calls received by a range of infrastructure management tools and from escalated incidents and changes from the service desk or other teams.

A Team Manager will be the first point of contact for any major issues that the Team have and will be expected to facilitate the process for resolution, escalating through line management if necessary.

A Team Manager will generally have the freedom to decide on the priority of incidents and other projects. Highly motivated, be able to work under resource and time constraints, be able to make unsupervised decisions to ensure the most economic, efficient and effective use of resources.

Expected to make decisions relating to fault resolution and to recommend and make changes to procedures and systems ensuring highly available, efficient and secure servers, clinical/non-clinical systems and a technical infrastructure. Be proactive and capable of working independently.

Creates, updates and authorises procedures within the remit of the job. Participate actively in the definition of the Systems Strategy.

Works to achieve agreed objectives and is given freedom to do this in own way, working within broad professional policies and parameters, acting without reference to General Manager.

9. COMMUNICATIONS & RELATIONSHIPS

- Liaison with Senior Managers in eHealth and communication with staff and management at all levels throughout NHS Dumfries & Galloway on matters of Cyber Security to maintain awareness and provide advice.
- Host technical discussions where the users may not understand the technical language of IT therefore there is a need to translate and articulate in plain language ensure their understanding.
- Liaison with Staff and Management at all levels throughout NHS Dumfries & Galloway to identify and analyse individual, group and organisational Cyber Security training and educational needs.
- Acts as the contact point between the organisation and Cyber Defence Systems suppliers. Ensuring the services are provided correctly and monitoring the external service providers in any contracted-out work including service management and defining Scope of Works (SoW).
- Working closely with other members of the ICT Management Team, Information Governance offering advice and guidance on Cyber Defence and any accredited standards.
- Addressing and advising the wider ICT Management Team at meetings on the topic of IT Security and Cyber Defence.
- Regular contact and liaison with Information Governance colleagues.
- Regular contact with operational staff across ICT and other departments with responsibilities for IT Equipment and Services.
- Routine operational contact with Cyber Security and IT Technical Staff in other Scottish Health Boards and partner organisations, their contractors, regarding any Cyber security matters.
- Liaison with Scottish Government and UK IT / Cyber Security advisors and any central Cyber Management Authorities

10. DEMANDS OF THE JOB (physical, mental, emotional)

The post holder is required to perform the job across NHS Dumfries & Galloway by ensuring mobility between the sites, having an ability to travel and mobile working.

Providing leadership, support and guidance to service delivery staff, motivating and enabling the team's staff to contribute toward the effectiveness and success of the Cyber Security Team and eHealth Department as a whole.

Monthly and weekly dealings with staff performance, sickness absence, and the occasional disciplinary and grievance issues. Also, undertaking staff PDP interviews is emotionally demanding.

There is a requirement to prioritise and meet deadlines, with constant daily interruptions to deal with staffing or other departmental issues within an unpredictable work pattern.

A high level of concentration is required during meetings, taking minutes and producing reports.

Maintaining responsibility for the Health & Safety of own team (and department in general) and ensuring compliance with legislation. Reporting any issues through the eHealth Health and Safety Group ensuring these are properly recorded and managed.

Advanced keyboard skills are an essential requirement of the post, manipulating complex data at speed, e.g. project plans, spreadsheets, reports.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Balancing the demand of the customer experience of ICT and the stress put on staff to provide it to the best of their ability, but within the capacity of the team sizes.

Demonstrating ability, tenacity and strong influencing skills to ensure the involvement and commitment of senior staff are maintained. The ability to manage and monitor the other eHealth teams with regards to effective Cyber Resilience.

To provide an efficient and effective support service in an environment that is rapidly and continually changing, hence the unpredictable work pattern.

12. KNOWLEDGE, TRAINING AND/OR EXPERIENCE REQUIRED TO DO THE JOB

ESSENTIAL - The post holder should be educated to degree level or equivalent qualification, or extensive Infrastructure / Network management / Security experience normally associated with 5 – 10 years working in a similar role. Proven experience of managing a technical team is preferred.

Knowledge of IT / Cyber Security, preferably in a Healthcare environment working with within eHealth. Knowledge of the availability management of Critical Infrastructure and Project Management / Planning

ESSENTIAL - A demonstrable track record and experience within an IM&T Department or eHealth function coupled with some project management exposure.

ESSENTIAL - They will be required to have a good working knowledge of Managing Technical Staff, leading change across multiple agencies, customer services orientated and excellent communication skills

ESSENTIAL – A demonstrable example of investigation of complex analytical issue.

Job Description Agreement

Job Holder's Signature

Date

Head of Department Signature

Date

NHS DUMFRIES AND GALLOWAY

PERSON SPECIFICATION

eHealth Cyber Security Manager – Band 7

	ESSENTIAL	DESIRABLE
SKILLS	<ul style="list-style-type: none"> ➤ Able to present complex topics to non-technical staff ➤ Statistical techniques to analyse large amounts of data ➤ Strong research and evaluation skills ➤ Strong Interpersonal skills ➤ Information Handling/Presentational skills ➤ Ability to train staff on one to one and one too many situations 	<ul style="list-style-type: none"> ➤ Demonstrate developing a detailed Cyber Security strategy
QUALIFICATIONS	<ul style="list-style-type: none"> ➤ Degree level or demonstrable 5 year's experience in Networks, Servers and Cyber Security 	<ul style="list-style-type: none"> ➤ Network/Server/Cyber Security related technical certification ➤ Project management qualification
PERSONAL QUALITIES	<ul style="list-style-type: none"> ➤ Ability to work on own initiative ➤ Good organisational skills ➤ Ability to communicate at all levels in the organisation ➤ Presentable /supportive manner for working with all levels of staff 	<ul style="list-style-type: none"> ➤ Willingness if necessary to undergo further training
EXPERIENCE	<ul style="list-style-type: none"> ➤ Demonstrable experience and track record of working and delivering in an IT department ➤ Project Management ➤ Have managed a technical team 	<ul style="list-style-type: none"> ➤ IT Experience in an NHS environment ➤ Experience in a Cyber Security role