

# MELBOURNE WATER POSITION DESCRIPTION

## Security Education and Awareness Specialist

REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Service Manager, Security in Change	This role has no direct reports.

### THIS ROLE EXISTS TO: (PURPOSE)

The primary purpose of the role is to drive Cyber Security Education and Awareness across the organisation. This will include providing thought leadership, influencing key stakeholders, driving appropriate behaviour and culture changes, building awareness through effective communication, and leading the strengthening of cybersecurity knowledge and capability across the workforce.

The Security Education and Awareness Specialist is responsible and accountable for the development, maintenance and execution of Melbourne Water's enterprise-wide Security Education and Awareness Roadmap and establishment of this critical strategic capability.

The Security Education and Awareness Specialist is responsible for the development and delivery of Cyber Security Education and Awareness activities with the support of third party managed service providers, professional service firms and other teams within Melbourne Water.

The Security Education and Awareness Specialist will define and deliver targeted education and awareness campaigns to ensure all our people and partners know how to keep Melbourne Water secure in the context of their role.

The Security Education and Awareness Specialist is accountable for the co-ordination, development and ongoing generation of Executive Management, Board Sub-committee and Board reporting in relation to Cybersecurity and Technology Risk Management.

Working with enterprise change and education teams the role will lead and support our security uplift activities program with development of organisational change material and training material specific to Cybersecurity change activities.

### KEY ACCOUNTABILITIES:

- Provides cyber security education and awareness to all users across the business including executive management and the Board.
- Provide expert advice and guidance to our customers and partners on how they can keep their interactions with Melbourne Water secure.
- Accountable for the definition and execution of the Education & Awareness Strategy and delivery of roadmap, supported by with other teams and third parties.
- Develops procedures and Key Performance Indicator's (KPI's) related to Education and Awareness activities.
- Develops and designs education and training material to support security change initiatives.
- Development and management of Board and Executive reporting to ensure complex technology risks and process controls related to the IT assets and enterprise security environment can be clearly articulated to drive appropriate risk remediation activities.
- Development and management of Cybersecurity metrics and reporting that is endorsed and supported by the Cybersecurity Leadership Team.
- Works with and manages external service providers and security vendors to achieve agreed business outcomes, for example, Phishing campaigns.
- Manages people from the business and external service providers to ensure required work is completed in accordance with agreed requirements.
- Keeps up to date with external Cyber Security, IT and Governance industry trends, ensuring Melbourne Water adapts to emerging threats and opportunities.
- Accountable for Melbourne Water's compliance with the Victorian Protective Data Security Framework (VPDSF) in relation to Cybersecurity and Technology Risk Education and Awareness, supporting the annual attestation by Melbourne Water's Managing Director to the Office of the Commissioner for Privacy and Data Protection (OVPDP).

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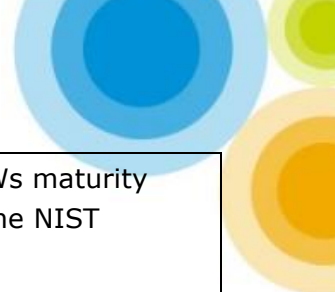


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- Accountable for uplifting relevant control domains maturity as measured by National Institute of Standards and Technology (NIST) cybersecurity framework for both IT and OT, the Australian Signals Directorate (ASD) Essential 8, and other frameworks as identified.
- Takes care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives.

KEY RESPONSIBILITIES	KPIs
<p><b>Business Partnership</b></p> <ul style="list-style-type: none"> <li>• Develop and maintain strong relationships with business stakeholders, acting as a cyber security expert and champion for Melbourne Water, offering guidance on how best to embed secure practices in business activities.</li> <li>• Engage with organisational members especially in operational areas to actively seek feedback and opportunities for security education and awareness.</li> </ul>	<ul style="list-style-type: none"> <li>• Learn and understand the business operating models and platforms.</li> <li>• Customer satisfaction feedback.</li> <li>• Continuously optimize and improve the unit cost of technologies and services while keeping cost and quality in proper balance.</li> </ul>
<p><b>Strategy</b></p> <ul style="list-style-type: none"> <li>• Develop, maintain and lead the organisation through the Security in Change Security Strategy &amp; Roadmaps.</li> <li>• Focus time and resources on the services, applications, technologies and vendors that drive the most value.</li> <li>• Develop and implement strategies essential for Melbourne Water to achieve compliance obligations to the Victorian Protective Data Security Framework (VPDSF) and other compliance obligations e.g. ASD Essential 8, NIST etc).</li> <li>• Establish innovative solutions and partnerships that ensures maximum value from technology investments.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide consistent overall strategic guidance; procure and deliver all security related solutions; act as a focal point for all Education and Awareness security related strategies and implementation plans.</li> </ul>
<p><b>Culture and Behaviour</b></p> <ul style="list-style-type: none"> <li>• Lead and promote appropriate awareness of cybersecurity, and healthy cybersecurity culture and behaviours at all levels.</li> <li>• Develop and foster cybersecurity skills and capabilities across the organisation.</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate awareness of cybersecurity across the workforce (as measured by survey).</li> <li>• Appropriate cybersecurity behaviours across the workforce (as measure by penetration test/audit).</li> </ul>
<p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Delivery - Work closely with key stakeholders to effectively reduce the likelihood of security risks by ensuring the Melbourne Water organisation at all levels is aware of is required to keep us secure.</li> </ul>	<ul style="list-style-type: none"> <li>• Continuously improve the security framework methodologies for protecting MW's intellectual property, information assets, regulated data and reputation.</li> </ul>

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<ul style="list-style-type: none"> <li>• Ensuring the management, monitoring and reporting of performance against service levels.</li> <li>• Participation in Information Technology forums and review of procedures including change management, problem resolution and incident management to ensure security is adequately embedded in their processes and understood.</li> <li>• Provides expert security Education and Awareness advice to both major and minor system upgrade and enhancement projects, and assistance on projects delivering security outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>• Continually improve MWs maturity rating with respect to the NIST Framework</li> <li>• Customer satisfaction feedback.</li> <li>• Percentage of staff, contractors and suppliers who have completed Cybersecurity training.</li> <li>• Phishing exercise reporting rate and click through rate.</li> </ul>
<p><b>Vendor Management</b></p> <ul style="list-style-type: none"> <li>• Effectively maintain relationships with suppliers and vendors.</li> <li>• Ensure efficient commercial management of maintenance/supply agreements and timely delivery of contractual obligations.</li> </ul>	<ul style="list-style-type: none"> <li>• Voice of vendor feedback.</li> </ul>
<p><b>Team leadership and management</b></p> <ul style="list-style-type: none"> <li>• Planning, forecasting and OPEX budgeting.</li> </ul>	<ul style="list-style-type: none"> <li>• Actual IT Business Systems budget line items are met each financial year.</li> </ul>
<p><b>Delivery and Operation</b></p> <ul style="list-style-type: none"> <li>• Ensures Board and executives are aware of their security responsibilities and have solid understanding of Technology and Cybersecurity risk.</li> <li>• Ensures Board and Executive reporting is complete and accurate and clearly communicates cybersecurity posture.</li> <li>• Ensures all Technology &amp; Risk delivery have appropriate communication plans and supporting training material to drive positive experience.</li> <li>• Ensures customer security awareness campaign material is relevant and timely.</li> <li>• Define and agree performance measures and metrics. Implement measures to ensure they are met.</li> <li>• Operation - Operational performance reporting provided to management and governance forums.</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback from Board and Executives</li> <li>• Successful delivery of awareness campaigns with positive feedback from target audience.</li> <li>• Continually improve MWs maturity rating with respect to the NIST Framework</li> <li>• Review and update processes, ensuring fit for purpose, consistent with best practice and in line with legislative requirements.</li> <li>• Performance Management - work collaboratively with team to plan, monitor and review teams work objectives and overall contribution to the organization.</li> </ul>

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## Security Education and Awareness Specialist

### SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Cybersecurity expertise and experience and/or IT Risk management experience.
- Demonstrated experience in Education and Awareness activities and campaigns.
- Substantial experience in development of training material.
- Experience in business process design and review.
- Experience in Board & Executive reporting development and delivery.
- Strong interpersonal leadership, collaboration, facilitation and negotiation skills with business stakeholders and vendors and suppliers.
- Demonstrate a blend of business acumen, large-scale IT solutions know-how, governance knowledge and IT and cyber security experience.
- Possess strong communication skills, and an ability to explain complex technical issues in a simple, straightforward manner that business people can readily understand.
- Sound and demonstrated expertise and experience with relevant cyber security and IT environments.
- Extensive information technology problem solving experience.
- Understanding of digital and information systems, development and systems integration.
- Experience in designing procedures and processes to improve business outcomes.
- Able to deal with multiple high pressure priorities simultaneously.
- Understanding of emerging technologies and security standards to assist the organisation.
- Security qualifications, accreditations and current certification in: CISSP, CISM, CISA, ISO27001 LA and/or CRISC, not mandatory, but would be considered favourably.
- Demonstrated practical experience (implementation and risk assessment of security standards and framework) in one or more of the following: VPDSF, NIST 800-53, ISO 27001, ISO 27002, ISO 31000, PCI DSS and COBIT 5.0 not mandatory, but would be considered favourably.

### KEY RELATIONSHIPS:

All Melbourne Water employees are responsible for managing aspects of our customer / stakeholder relationships and service interactions, and will work proactively to deliver a consistent customer experience.

### INTERNAL

- All Melbourne Water employees, contractors and related parties.
- Melbourne Water customers
- Board Audit, Risk & Finance Sub-Committee
- Melbourne Water Leadership Team
- Technology & Cyber Risk Governance Committee
- Chief Information Officer and Chief Information Security Officer
- Cyber Security Leadership Team and the Internal Audit Team
- IT Senior Management Team
- Key business stakeholders and customers including senior managers, direct reports
- Project Stakeholders across the business

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### EXTERNAL

- Cybersecurity subject matter experts (SME's)
- Managed service providers
- IT system integrators, suppliers and vendors
- Melbourne water partners and suppliers
- Consultants, external auditors, Department of Premier & Cabinet and DEWLP industry peers
- Relevant cybersecurity governance and knowledge-sharing forums at the industry, state and federal level.

### SALARY RANGE:

Melbourne Water reserves the right to remunerate people according to their ability to perform the functions of the role based on their qualifications, skills and experience.

### OTHER COMMENTS:

This role requires the following :

- Tertiary degree and evidence of post-graduate (or equivalent) follow-up in an IT security discipline.
- Criminal Records Check

Location: 990 La Trobe Street, Docklands 3008 and other Melbourne Water sites as required.