

## Information Security Officer

**Our vision:** *People and communities have strong mental health and wellbeing.*

**Our purpose:** *Partnering with clients and carers to deliver mental health and wellbeing services that enhance quality of life.*

**Our values:** *Hope, Creativity and innovation, Client focus, Making a difference, Integrity.*

## Position Information

<p><b>Purpose</b></p>	<p>The Information Security Officer plays a pivotal role in safeguarding the organisation's information assets and ensuring the integrity, confidentiality and availability of critical data.</p> <p>In addition to assessing and improving the organisation's security posture and aligning with cyber security frameworks, the Information Security Officer also serves as the primary advisor on information security matters. This role entails providing expert guidance and recommendations to senior management, executive leadership, and various business units on security-related initiatives, policies, and strategies.</p> <p>The Information Security Officer collaborates closely with IS teams, vendors, and other stakeholders to implement security measures, policies, risk mitigations, and enhance organisational resilience against cyber and Information Security threats aligning with Mind Strategic Plan and Objectives.</p>
<p><b>Position reports to</b></p>	<p>Senior Manager Information Services</p>
<p><b>Mind classification level</b></p>	<p>IEC Level 1</p>
<p><b>Stream</b></p>	<p>Business Services – Information Services</p>
<p><b>About the service</b></p>	<p>The Information Services vision is to provide reliable, cost effective and secure technologies and support services that enables Mind's staff to professionally engage with, and support, our clients.</p> <p>The Information Services function provides Executive and Operational Management with technology strategic direction and investment options that underpin the achievement of the Mind Strategic Plan.</p> <p>The operational goals of the Information Services function are to professionally engage with all stakeholders, deliver technology platforms and services that are fit for purpose, cost effective and secure as well as achieve agreed service levels. The Information Services staff will always</p>

Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, ages, spiritualities and backgrounds. We encourage applications from Aboriginal and Torres Strait Islander peoples, people with a lived experience of mental ill-health and recovery, people living with disability, those who identify as LGBTIQ and applicants from culturally and linguistically diverse backgrounds.



	<p>place a priority on teamwork and customer focus when pursuing these objectives.</p> <p>The Information Services function applies good governance methodologies to everything they do.</p>
<p><b>Position description effective date</b></p>	<p>July 2024</p>
<p><b>Responsibilities</b></p>	
<p><b>Lead, Manage and Deliver quality services</b></p>	<ul style="list-style-type: none"> <li>• Provide Information Security leadership and direction that is aligned to the Mind Strategic Plan.</li> <li>• In consultation with the Senior Manager IS ensure that Information Security strategic priorities are reflected in the Change Control Board Project Pipeline.</li> <li>• Assist in maintaining Information and Cyber Security related Policies and procedures.</li> <li>• Key member of Cyber Incident Response team to help Identify, Protect, Detect, Respond, Recover from an incident.</li> <li>• Assess and analyse the Mind’s current Information Security posture, including infrastructure, applications, data, and processes, to identify vulnerabilities, gaps, and areas for improvement.</li> <li>• Develop and implement comprehensive information security strategies, policies, and procedures that align with industry best practices, regulatory requirements, and Mind’s objectives.</li> <li>• Act as the primary advisor and subject matter expert on information security matters, providing guidance, recommendations, and strategic direction to senior management, executive leadership, and key stakeholders.</li> <li>• Collaborate with the IS teams to design, implement, and maintain security controls and measures, including access controls, encryption, identity and access management (IAM), and security incident and event management (SIEM), Extended Detection &amp; Response (XDR)</li> <li>• Lead ongoing security awareness training programmes for employees, contractors, and partners to enhance security awareness and promote a culture of security throughout the organisation.</li> <li>• Provide guidance and oversight for security-related projects and initiatives, ensuring alignment with security policies, standards, and best practices.</li> <li>• Conduct regular risk assessments, audits, and compliance reviews to identify security risks, assess the effectiveness of security controls, and ensure compliance with regulatory requirements and industry standards.</li> </ul>



	<ul style="list-style-type: none"> <li>• Act as liaison with regulatory bodies, auditors, internal and external stakeholders on information security matters, providing documentation, evidence, and support as needed to demonstrate compliance and adherence to security standards.</li> <li>• Stay abreast of emerging threats, vulnerabilities, and security technologies, conducting research and analysis to anticipate and address future security challenges.</li> <li>• Lead incident response and investigation efforts in the event of security breaches or incidents, coordinating with internal teams and external partners to contain and mitigate risks.</li> <li>• Monitor and evaluate security-related vendor performance and effectiveness, conducting regular reviews and assessments to ensure alignment with contractual requirements and organisational standards.</li> <li>• Develop and maintain relationships with industry peers, partners, and professional organisations to stay informed about best practices, emerging trends, and developments in information security.</li> <li>• Collaborate with legal, compliance, and risk management teams to ensure that information security initiatives are aligned with overall risk management objectives and compliance requirements.</li> <li>• Align organisation with cyber security frameworks, standards, and best practices, including ISO 27001, NIST Cybersecurity Framework, and the Australian Signals Directorate (ASD) Essential Eight to ensure risk is minimised.</li> <li>• Foster a culture of collaboration, accountability, and continuous improvement within the organisation, promoting the importance of information security as a shared responsibility across all levels and functions.</li> </ul>
<p><b>Lead teams to deliver quality services</b></p>	<ul style="list-style-type: none"> <li>• Lead internal teams and external technology professionals to delivery required initiatives ensuring that the teams are appropriately skilled and that teamwork is a key focus.</li> <li>• Active participation is required in both office and remote site settings to foster collaboration, understanding of the greater organisation, and relationship-building with key stakeholders and staff in the field.</li> </ul>
<p><b>Policy, planning, information and advice</b></p>	<ul style="list-style-type: none"> <li>• Assist in providing Mind Executive and Management with technology through leadership in order to ensure that strategic planning is well-informed and that resultant initiatives are managed as a portfolio of investments.</li> <li>• Implement change management processes, procedures, and frameworks to ensure the successful adoption of technologies and systems within the organisation.</li> </ul>



	<ul style="list-style-type: none"> <li>• Provide timely and informed advice to Mind so that contemporary security technologies are exploited and that future change is anticipated.</li> <li>• Ensure consistent, efficient and effective processes and practices are developed and implemented for the Information Services function.</li> </ul>
<b>Financial management, performance, governance and risk management</b>	<ul style="list-style-type: none"> <li>• Assist in developing, monitoring and managing operational budgets relating to the information security environment.</li> <li>• Manage key security vendor and contractor performance.</li> <li>• Assist in managing organisation technology risks and issues within a governance framework.</li> <li>• Ensure security, governance, compliance and continuity of technology services.</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>• Document all activities using Mind’s ICT systems and processes.</li> <li>• Actively participate, contributing to the team and wider organisation initiatives.</li> <li>• Take personal responsibility for the quality and safety of work undertaken.</li> <li>• Other duties as directed.</li> </ul>
<b>Professional development</b>	<ul style="list-style-type: none"> <li>• Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind.</li> <li>• Support reporting staff with the development and execution of their own personal development plans and ensure that they are aligned to the strategic and operational direction of the organisation.</li> <li>• Participate in reflective practice.</li> </ul>
<b>Accountability</b>	<ul style="list-style-type: none"> <li>• Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures which may change from time to time.</li> <li>• Proactively support Mind’s vision of supporting people facing mental health challenges to live well and be socially included, in accordance with the Mind values.</li> </ul>
<b>Workplace health, safety and wellbeing</b>	<ul style="list-style-type: none"> <li>• Contribute actively to the maintenance of a safe workplace.</li> <li>• Ensure all safety issues are reported and addressed as they arise.</li> </ul>
<b>Lived experience</b>	<ul style="list-style-type: none"> <li>• Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.</li> </ul>
<b>Cultural safety</b>	<ul style="list-style-type: none"> <li>• Contribute to a culturally safe workforce and service environment for staff, consumers, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.</li> </ul>



Position Requirements	
<b>Qualifications required</b>	<ul style="list-style-type: none"> <li>• Relevant tertiary qualifications in computer science, information technology, business or a related field.</li> <li>• Certified Information Systems Security Professional (CISSP), Certified Information Security Manager (CISM), or equivalent certification required</li> <li>• Experience working in the technologies that Mind has invested in with a particular focus on the Microsoft platforms that form the basis of its technology strategic direction.</li> </ul>
<b>Knowledge, skills and experience</b>	<ul style="list-style-type: none"> <li>• Strong knowledge of cyber security frameworks, standards, and best practices</li> <li>• Proven leadership in the selection and management of contemporary security technologies and practices.</li> <li>• Minimum of 5 years of experience in information security or cyber security roles, with a proven track record of providing strategic guidance and leadership on information security initiatives.</li> <li>• Strong knowledge of cyber security frameworks, standards, and best practices, including ISO 27001, NIST Cybersecurity Framework, and the Australian Signals Directorate (ASD) Essential Eight.</li> <li>• Knowledge of relevant regulatory requirements and compliance frameworks, including the Privacy Act, GDPR, and industry-specific regulations applicable in Australia, such as the Australian Privacy Principles (APPs) and the Notifiable Data Breaches (NDB) scheme.</li> <li>• Awareness of key monitoring tools including Microsoft Defender for cloud and identity, Microsoft Sentinel, Rapid7, Splunk, and sandboxing techniques.</li> <li>• Excellent interpersonal and communication skills including the ability to engage and negotiate across a wide stakeholder group.</li> <li>• A track record in successful relationship development and management.</li> <li>• Proven resilience and capacity to handle uncertainty when leading in a complex, ambiguous and changing environment.</li> <li>• Experience in engaging and negotiating with key technology vendors in particular where vendors are providing Mind with varying information and cyber security services.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Right to work in Australia.</li> <li>• Current valid driver's license.</li> <li>• Current NDIS Worker Screening Check Clearance.</li> <li>• Working with Children Check or equivalent (Blue Card - QLD).</li> <li>• Able to travel to various sites and locations as required.</li> </ul>

To learn more about Mind visit [mindaustralia.org.au](http://mindaustralia.org.au)



You can also watch our Great Minds series of videos by visiting [www.youtube.com/mindaustralia](http://www.youtube.com/mindaustralia)

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