

**Manchester City Council
Role Profile**

**Network and Security Manager, Grade 9
Service: ICT, Directorate: Chief Executives
Reports to: Technical Operations Manager**

Key Role Descriptors:

This role provides effective leadership, management and communication to network and security team members to implement technical solutions across all operational aspects of ICT.

The roleholder will be responsible for the operational and tactical management of the team(s) to deliver, implement, configure, change, maintain and support technical solutions across all operational aspects of ICT.

The roleholder will be responsible for the regular appraisal and review of supplier performance, working collaboratively with suppliers to ensure their delivery is to required standards.

Key Role Accountabilities:

Effectively co-ordinate the development and implementation of ICT support services within their specific area to meet customer needs.

Manage access control to all MCC networks ensuring all security and intrusion detections systems meet required standards.

Manage multi-disciplined teams to deliver secure, highly available, voice and data network services ensuring appropriate security measures are in place to allow only authorised access and use of MCC systems.

Take proactive steps to ensure all key processes for the team are documented and owned, and continually seek to improve processes and the skill / knowledge base of the service.

Provide expert advice on the use of the ICT environment to ICT staff and business users. The roleholder will manage all manual and automated testing environments used in connection with the implementation and support of the environments within their areas of responsibility

Manage, advise on and ensure compliance for the implementation of hardware and software to agreed standards. The roleholder will contribute to the standards to which the ICT environment must comply and will identify and define continual service improvement activities for the systems and processes within their areas of responsibility.

Work on a rota basis as required to meet customer demand, which may include some out of hours on-call manager duties.

Exercise responsibility for the effective management of a team and the quality assurance of work within it, in line with the appropriate frameworks including appraisals, training, development and performance management.

Effectively manage a budget in line with the Council's Financial Regulations and Standing Orders.

Contribute to the ICT Service business plan for their specific areas of responsibility.

Work collaboratively across directorates and partners in order to achieve quality partnerships with internal and external customers, service managers and external agencies and organisations to achieve the objectives of the ICT Service.

Demonstrate personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Security Manager – Key Competencies and Technical Requirements

Behavioural Competencies

- **Leadership & Management:** The behaviours and actions of our managers define how we work and what we achieve.
- **Change:** Improving services and making the most of resources.
- **Delivery:** Delivery of high quality services is an essential part of what we do.
- **Pride in Manchester:** Demonstrating pride in our city.
- **Influence:** Effective relationships give the best results.

Generic Skills

- **Communication Skills** - Ability to communicate in an articulate manner; expressing opinions, communicating key points of an argument clearly, makes presentations and undertakes public speaking with skill and confidence; responds quickly to the needs of an audience and to their reactions and feedback; projects credibility.
- **Analytical Skills** - Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and risks and makes rational judgements from the available information and analysis, demonstrating an understanding of how one issue may be part of a much larger system/issue.
- **Planning and Organising** - Sets clearly defined objectives, plans activities and projects well in advance and takes account of risks and changing circumstances; identifies and organises resources and manages time effectively monitoring performance against milestones and deadlines.
- **Project Management & Change Management** - Skills to identify and monitor complex interdependencies, identifying and managing the critical path and utilising the schedule in budget forecasting and planning future resource requirements
- **Problem Solving and Decision Making** - Strong decision making skills with the ability to analyse risks and resolve complex issues in a pressurised environment.
- **ICT Skills** - Skills to perform risk assessment, business impact analysis and accreditation for major information systems within the organisation; provide authoritative advice and guidance on security strategies to manage the identified risk.
- **Research & Intelligence** - Demonstrate the ability to analyse, organise and present research material in an appropriate format.
- **Financial Management** - Resource and financial management skills to develop effective planning, financial management and reporting frameworks. Manage allocated resources effectively, delivering business performance and value for money.

Technical requirements (Role Specific)

- ITIL Foundation
- ISO 27001 and PCI Experience
- Experience of managing multi-disciplinary network (voice and data) and security technical support teams.
- Experience of budget management.

- Qualified to one of the following: CISCO: CCNP, CCNA, CCIP or CCDP; Microsoft: MCDST, MCSE, MCSA, MCITP or MCTS; Apple: ACSP, ACSA, ACS-D or ACS-DS; Android: Equivalent qualifications as they become available; Red Hat: RHCE or RHCSA; EMC: Storage Administrator (Associate Level) or equivalent; IBM: Certified Specialist (in a Storage related area) or equivalent; HP: Foundational level certification (in a Storage related area) or equivalent