Position Description

Position: Information Security Lead
Department/Team: Technical Services
Reports to: Technical Services Manager
Reporting line: CEO > Technical Services Manager > Information Security Lead
Last review: July 2017

About Infoxchange

Infoxchange is a not-for-profit social enterprise that has delivered technology for social justice for over 25 years. With over 100 staff across Australia and New Zealand we tackle the biggest social challenges through the smart and creative use of technology.

We work with community, government and corporate partners to solve family violence, homelessness, mental health and issues facing ageing, disabled and Indigenous communities.

Our products and services are used by nearly 5000 organisations across the sector. We provide the right tools to improve efficiency and deliver greater impact – from nation-wide service coordination systems to IT advice for individual organisations.

Our community programs focus on digital inclusion – using technology to improve the quality of life of the most vulnerable people in our community and drive social inclusion. We believe no-one should be left behind in today’s digital world.

Purpose / Job Summary

The Technical Services department is responsible for the Technical Management, Development and Operations of our online products and supporting infrastructure.

Through our products and services, Infoxchange directly and indirectly manages highly sensitive human services including health related data of some of the most vulnerable members of society.

This role is responsible for the development, implementation and ongoing improvement of the organisation’s Information Security Management System, and security management across the product development and operations lifecycle for all of Infoxchange’s Online Applications products (Services Directory; Referrals, Case Management, Open Data, Jobseeker, Websites, etc). It is also responsible for the attainment and sustenance of related organisational information security accreditations/certifications including ISO 27001 and ASD IRAP. This role also provides information security consulting services on to Infoxchange’s customers in the social services sector.
Key Objectives

Leading and improving the security capability of Infoxchange, in particular its web based products, through the development and implementation of a comprehensive Information Security Management Systems and leading appropriate process, technical and people management improvements, and conducting both internal and external/third party auditing and testing to ensure this.

Ensuring the Information Security of Infoxchange’s customer’s sensitive client data through the attainment and sustainment of relevant organisational information security accreditations/certifications including ISO 27001 and ASD IRAP.

Further support Infoxchange’s customers by directly providing Information Security Consulting Services to their organisations.

Efficient and clear engagement with a broad range of stakeholders to support secure product enhancement and maintenance and reliable delivery schedules.

Contributing to innovations at Infoxchange through continuous improvement in both technology and processes, which enable both the social services sector and community members to securely leverage digital transformation for better social outcomes.

Key Duties and Responsibilities

Accountable For

» Development, implementation and ongoing improvement of the organisation’s Information Security Management System encompassing and aligned with contemporary industry standards and regulatory frameworks including: ISO 2700x; ISO 31000; ASD ISM; CSA CCM; NIST; PSPF; NSW DISP; VPDSF; QLD IS18; etc

» Security Management across the Product Development and Operations lifecycle, including:
  > Information security aspects of General Management and Organisational Practices
  > Product and Infrastructure Architecture / Design
  > Procurement and Supplier Management
  > Software Development and Testing
  > System Operations
  > Supporting Business Processes, including oversight of information security aspects of Human Resources practices; Business Continuity; Customer Implementation Projects; and Customer Support.

» Develop and maintain organisation wide, security-centric Risk Management framework and practices

» Lead security-centric Process & Asset Audits and Testing (e.g. Penetration Testing), both internally and through the engagement of external parties

» Lead the attainment and sustainment of ISO 27001 and ASD IRAP certifications
» Provide Information Security Consulting Services directly to Infoxchange’s Customers (generally NFP Social Services Providers)

Contribute Toward

» General Product Development Management and Strategy: Policies and Procedures; Budget and Actuals; Resourcing; Partners / Suppliers Management; Procurement; Measurement and Reporting
» Technical Planning and Management including: Asset Management; Technical Architecture; Knowledge Management; Training
» Product / System Operations including: Operations Monitoring; Incident Management; Problem Management; Root Cause / Lessons Learnt; Asset / Technology Retirement;
» Sales and Account Management including: Customer Implementation Project Procedures; Project Risk Management; Opportunities/Sales; Detailed Customer Project Delivery Plan; Business Change Management/Release Management;
» Product Management – Product Strategy, Service Levels Management; Product Proposals and Options; Detailed Product Requirements; Product Delivery Schedule; Product Analytics, Measurement and Reporting; Product Retirement

Key Working Relationships

Internal

» Senior Leadership Team
> Contribution into overall organisation strategy and ongoing reporting

» Online Applications Department
> Sales and Account Management – Opportunity Scanning and Engagement
> Customer Project Delivery/Implementation – Planning; Delivery; and Closure
> User Support – L1 Support; Services Directory Maintenance; and Review/Reporting
> Product Strategy / Management – Strategy; Planning; and Analysis

» Technical Services (This Role’s Department)
> Management
- Supporting the Technical Services Manager in developing policies and procedures; budget and tracking actuals; resourcing; partners / suppliers management; procurement; asset management; technical architecture; security management; risk management; knowledge management; training; measurement and reporting
> BA / QA Team
- Supporting detailed analysis, design quality assurance activities
> Operations Team
  - Supporting detailed system operations activities including: infrastructure enhancements; operations monitoring; incident/problem management; asset / technology retirement

» SRS / Brisbane Department
  > Product Strategy / Management – Contribute to the Technical Architecture of the SRS Case Management product, both in terms of its overall secure design and deployment, and in particular around shared platform components such as identity and access management, integrations, databases and infrastructure
  > Product Development – Lead and collaborate with the SRS / Brisbane Department on standardising and improving secure development lifecycle policies and practices

» IT Consulting Services Departments
  > Supporting the Consulting Services and Managed ICT Services practices – including providing Information Security consulting services to external clients/customers through the ITCS department’s customer engagements

» Occasional support toward other departments including:
  > Business Development and Marketing: supporting security aspects of Business Development; and Marketing and Communications
  > Digital Inclusion: Digital Inclusion Projects; and Employment Programs
  > Corporate Services: Finance; Human Resources; and Office Administration – including assistance related to some ‘back office’ business systems and processes

External
  » Community Members
  » NFPs / Service Providers
  » Industry Associations
  » Government Departments
  » Corporate Partners
  » Technology / Services Suppliers
Key Selection Criteria

Knowledge, skills, experience
To succeed in this role at Infoxchange, you will have/be:

» Knowledge
  > Relevant tertiary qualification(s)
  > Relevant information security qualification(s)

» Skills
  > Development of Information Security Management Systems and Risk Management encompassing and aligned with contemporary industry standards and regulatory frameworks including: ISO 2700x; ISO 31000; ASD ISM; CSA CCM; NIST; PSPF; NSW DISP; VPDSF; QLD IS18; etc.
  > Management of the progressive implementation of ISMSs, Risk Management, and Security Incident Management practices
  > Management of internal and external security audits and testing
  > Management of ISO 27001 and IRAP accreditations
  > Information Security consulting services to external clients/customers
  > Responding to tenders and similar information security information requests

» Experience
  > Minimum 5 years’ experience in relevant similar role
  > Working in both an Agile, DevOps and ITIL based environment
  > Experience in an Information Security consulting organisation
  > Experience in software product vendor organisations advantageous
  > Experience in public cloud infrastructure (including SaaS, IaaS and PaaS) advantageous

Personal attributes / required behaviours

» Passion for Digital Transformation of the not-for-profit and community sector.

» Affinity with Infoxchange’s objectives & values
  > Social objectives
    - Digital Inclusion - Help more people get online and empower people to improve their quality of life through the use of technology
    - Sector Capability - Build the capability of the non-profit sector to have greater impact in their communities through the use of technology
  > Values
    - Empowerment
- Integrity
- Excellence
- Agility

» Passion for the practices involved in Information Security (especially in the context of Software Product Development and Operations), including the advancement of these practices, both as an individual, in the workplace, and potentially beyond

» Demonstrable work environment ‘soft skills’, including:
  > Excellent communication skills (oral, presenting, listening and written)
  > Flexibility (adaptability, willing and open to change, lifelong learner, accepts new things, adjusts, teachable)
  > Interpersonal skills (the ability to motivate and build rapport with others, resolve conflict, be empathetic and sensitive to the needs of others, sense of humour)
  > Positive attitude (optimistic, enthusiastic, encouraging, outcomes focused)
  > Professionalism (conducting yourself in a professional manner)
  > Responsibility (accountable, reliable, gets the job done, resourceful, self-disciplined, conscientious, common sense)
  > Teamwork (cooperative, gets along with others, supportive, helpful, collaborative and celebrates the achievements of others)
  > Work ethic (hard working, initiative, self-motivated, on time, good attendance)

Employment Conditions

» Full Time Position
» Located at the Infoxchange Head Office in Richmond