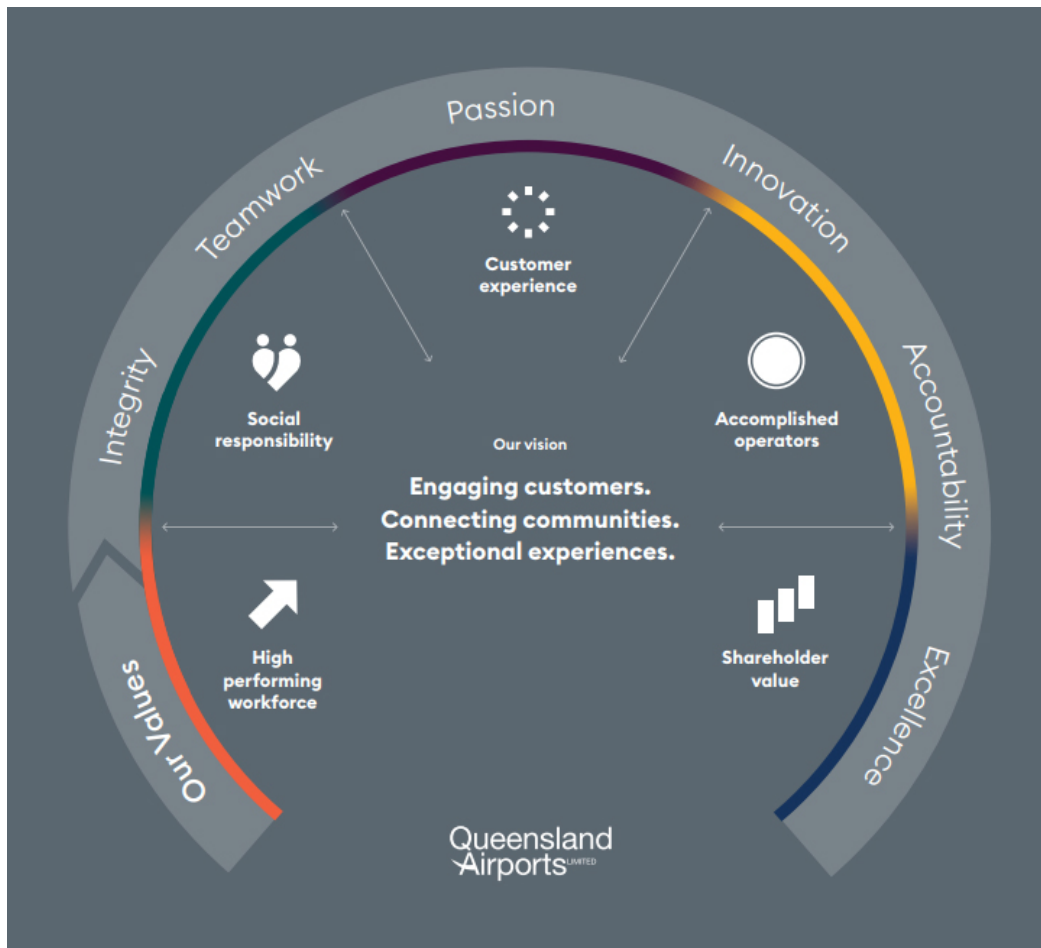


## Queensland Airports Limited

### Role Description



Our Vision defines our purpose. Our five pillars guide our strategic direction. Within each pillar are strategies to deliver our goals and realise our vision. These strategies drive our existing business and underpin any acquisitions. Our Values influence the right behaviours when making decisions to achieve our Vision.

<b>Position Title:</b>	Technology SME – Cyber
<b>Location:</b>	Gold Coast
<b>Department:</b>	QAL Technology
<b>Reports to:</b>	Cyber and Infrastructure Manager
<b>Reporting to this position:</b>	Nil

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## Position Purpose

This role is responsible for maintaining and supporting the cyber and security capabilities for QAL. These capabilities are important in protecting the brand, privacy and security of the digital assets of employees, contractors, consultants and customers of QAL. The role is also responsible to provide options around technology choices related to this domain. The role is responsible for maintaining, supporting, monitoring and identifying and rectifying any security related issues with any of the technology at QAL.

## Job Role Requirements

### Objective 1 Security Management

- Provides security application maintenance and support services, either directly to users of the systems or to service delivery functions
- Ensure security patches and other technical changes are managed effectively
- Develop relationships and collaborate with the system's developers and/or with other SME's in QAL Technology around security
- Governance of access and controls for all users
- Monitoring all security risks and ensure they are closed or highlighted as appropriate

### Objective 2: Technology Infrastructure

- Ensure QAL technology is aware and making the right choices around security when selecting technology
- Provide guidance on the technology choices required to manage, report and protect QAL from security issues
- Ensure QAL technology is protected and security changes are planned and strategically introduced
- Defines, documents and carries out small projects or sub-projects, alone or with a small team, actively participating in all phases
- Identifies, assesses and manages risks to the success of the project
- Ensures that own projects are formally closed and, where appropriate, subsequently reviewed, and that lessons learned are recorded

### Objective 3: Incident Management

- The processing and coordination of appropriate and timely responses to incident reports, including channelling requests for help to appropriate functions for resolution, monitoring resolution activity, and keeping clients aware of progress towards service restoration
- Ensures all cyber incidents are managed appropriately and with urgency

### Objective 4: Change Management

- The management of change to the service infrastructure including service assets, configuration items and associated documentation
- Manages all changes through the appropriate change processes and ensures all changes have been well documented, tested and implemented

### Objective 5: End User Support

- Provide excellent customer service to end users which reflects highly on the services provided by QAL Technology
- Provide Cyber training and increase the capability of our people and awareness around Cyber

- Constantly challenge the status quo and find efficiency and better ways to do things to make the life of end users easier and hassle free

#### **Objective 6: Domain Accountability**

- Be accountable for the technology products with the scope of the domain
- Provide expertise and knowledge to the wider QAL Technology as required
- Demonstrate ownership for problems, issues and other technical challenges within domain
- Provide expertise to projects, service issues and other technical requirements as required

#### **Objective 7: Workplace Health and Safety, Environmental and Aviation Safety & Security**

- Take reasonable care for your health and safety
- Take reasonable care for the health and safety of others including the implementation of risk control measures within your control to prevent injuries or illnesses
- Comply with any reasonable instruction in relation to WHS by the Company
- Co-operate with any reasonable policies and procedures of the QAL and associated entities including the reporting of hazards or incidents via the QAL reporting process
- Other responsibilities as outlined in the QAL WHS management system
- Adhere to the locations Environmental Management System (EMS) as relevant to your work activities
- Attend EMS related training
- Adhere to relevant aviation safety and security requirements

### **Individual Behaviour Expectations**

QAL employees expected to demonstrate behaviour which is aligned to our core values:

#### **Teamwork**

- Accepts responsibility
- Works collaboratively
- Effectively communicates
- Values diversity

#### **Innovation**

- Challenge the status quo
- We do things differently
- Confidence to put forward and test innovative ideas
- Embraces challenges

#### **Accountability**

- Takes responsibility
- Ethical
- Minimal supervision
- Accountable for own standards of work

#### **Leadership**

- Clear vision
- We are empowered
- Treat each other equally

#### **Integrity**

- Trustworthy
- Acts with honesty and sincerity
- Demonstrates fairness

- Ethical in our dealings
- Act in the best interest of our stakeholders
- Act on promises
- Does the right thing

#### **Passion**

- Displays positive energy, optimistic
- Inspires others
- Love what you do
- Actively enhances competencies and capabilities through technical and professional development

#### **Excellence**

- Strive to be the best
- Challenge ourselves
- Exceed expectations

### **Key Stakeholders**

*Internal:* Employees and management at all levels

*External:* Suppliers, contractors, consultants, stakeholders and the community

### **Key Capabilities Required to Perform Role**

#### *Educational Qualifications:*

- Degree in Information Technology or related discipline
- Applicable industry qualifications desirable (e.g. Splunk, CISSP certification etc.)

#### *Professional Experience:*

- Min 5 years' experience in medium sized IT teams and/or SOC
- Min 5 years' experience in IT disciplines of sys admin, network security, security, network admin or the like disciplines

#### *Specific Job Knowledge, Skills and Abilities:*

- PC, network, security, service management
- Excellent time management and prioritisation skills
- Customer focused and desire to own problem and resolve
- Microsoft excel, word, outlook experience and skills
- Quick learner who can work independently
- Problem solving

#### *Physical Demands:*

- Must be able to stand and exert well-paced mobility for duration of shift
- Must be able to bend, squat, stretch and lift to fulfil tasks

## ACKNOWLEDGMENT

*I acknowledge that I have read and understood the key result areas described in this Role Description and agree to carry out my duties and responsibilities to the best of my ability. I also understand that at times I may be required to undertake other duties relevant to the position that are not listed in this statement. I acknowledge my employer's right to alter this Role Description from time to time in accordance with company requirements.*

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

Approved by Line Manager (Signature and Date)		
Reviewed by P&C (Signature and Date)		
Version:		Date: