

Position Description



Cyber Security Operations Officer

Position Title:	Cyber Security Operations Officer
Classification:	Band 5
Directorate:	Corporate Services
Department:	Digital Services
Approved by:	Manager Digital Services
Date approved:	September 2026

1. Position Overview

This supports the secure operation of Council's ICT environment by undertaking day-to-day operational cyber security activities across monitoring, alert triage, incident response support, endpoint and device security, vulnerability and patch follow-up, identity and access administration support, phishing response, awareness support and security tool administration.

The role works under the guidance of senior ICT staff and established procedures. It contributes to timely detection, escalation, containment and remediation of cyber security events and incidents, while maintaining accurate records and supporting practical security improvements across Council systems and users.

2. Position Objectives

- Monitor and triage assigned cyber security alerts from endpoint, identity, email, network, cloud and log management tools.
- Receive, assess and document user-reported phishing, suspicious activity, malware alerts, lost/stolen device reports and account compromise indicators.
- Escalate suspected cyber incidents in accordance with Council's cyber incident response process, including relevant evidence and initial impact information.
- Assist senior ICT staff during incidents by collecting logs, documenting actions, maintaining timelines, supporting containment and tracking remediation actions.

- Support endpoint security operations, including device compliance, antivirus/XDR health checks, MDM enrolment and follow-up of non-compliant devices.
- Support vulnerability management by reviewing scan outputs, creating or updating tickets, following up patch actions and maintaining vulnerability evidence.
- Support identity and access security activities, including MFA verification, least privilege checks, access review evidence and joiner/mover/leaver checks.
- Support routine security administration across Microsoft 365, Windows, cloud and endpoint environments within approved access rights and documented procedures.
- Assist with cyber awareness activities, including phishing simulation support, user guidance, security tips and updates to knowledge articles.
- Maintain accurate cyber security tickets, incident notes, logs, registers, knowledge base articles and operational procedures.
- Work with managed service providers and vendors to obtain technical information, log data, remediation advice or support under senior ICT direction.
- Contribute to operational reporting on alert volumes, incident tickets, phishing reports, vulnerability remediation status and other agreed operational measures.
- Identify recurring issues, gaps in procedures or opportunities for practical improvement and raise them with senior ICT staff.
- Perform other duties as directed.

3. Organisational relationships

Internal	External
• Coordinator IT Operations • Senior Technical lead/s • Senior Systems Administrator • Manager Digital Services • Service Desk • Applications & Development teams • Business system owners • Records, Privacy, Risk, Governance, • All Council staff	• ASD/ACSC or Victorian cyber support channels • Managed security service providers • Technology vendors • Other councils and sector peers
Reports to:	
• Coordinator IT Operations	
Supervises	
• N/A	

4. Position Characteristics

Accountability and Extent of Authority

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May supervise resources, other employees or groups of employees and/or provide advice to or regulate customers and/or give support to more senior employees.

Where the prime responsibility is for resource supervision, freedom to act is governed by clear objectives and/or budgets, frequent prior consultation with more senior staff and regular reporting mechanisms to ensure adherence to plans.

Where prime responsibility is to provide specialist advice to customers, or to regulate customers, freedom to act is subject to close supervision or to clear guidelines. The effect of decisions and actions taken on individual customers may be significant, but decisions and actions are always subject to appeal or review by more senior Employees.

Where prime responsibility is to provide direct support and assistance to more senior employees, freedom to act is not limited by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of employees being supported.

Judgement and Decision Making

Objectives are usually well defined, but a particular method, technology, process or equipment used must be selected from a range of available alternatives. Work may involve solving problems, using procedures, guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.

Problems are occasionally complex or technical with solutions not related to previously encountered situations and some creativity and originality is required. Guidance and advice would usually be available within the time required to make a choice.

Specialist Skills and Knowledge

Supervisors require understanding of relevant technology, procedures and processes used within their operating unit.

Specialists and employees involved in interpreting regulations require an understanding of the underlying principles involved as distinct from the practices.

Support employees require understanding of role and function of senior employees to whom they provide support, understanding of long-term unit's goals, and an appreciation of wider organisation.

Understanding of function of position within organisational context, including relevant policies, regulations and precedents.

Management Skills

Managing time, setting priorities and planning and organising own work and that of other employees to achieve specific and set objectives in the most efficient way within the resources available and within a set timetable.

Where supervision is part of the job, an understanding of and ability to implement personnel practices including those related to equal employment

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opportunity, occupational health and safety and employees training and development.

Interpersonal Skills

Ability to gain co-operation and assistance from customers, members of the public and other employees in the administration of well-defined activities and in the supervision of other employees where appropriate.

Employees will be expected to write reports in their field of expertise and/or to prepare external correspondence.

Qualifications and Experience

Skills and knowledge needed for entry to this Band are beyond those normally acquired through completion of secondary education alone, and might be acquired through completion of a degree or diploma course with little or no relevant work experience, or through lesser formal qualifications with relevant work skills, or through relevant experience and work skills commensurate with the requirements of the work in this Band.

5. Key Selection Criteria

- Tertiary, Certificate, Diploma or vocational qualifications in information technology, cyber security, computer science, or equivalent practical ICT/cyber experience.
- Knowledge of and experience in ICT support, service desk, systems administration, cyber security support or a related technical role.
- Understanding of Windows end-user computing, Microsoft 365, basic networking, identity and access concepts, endpoint protection and service desk ticketing.
- Demonstrated ability to follow procedures, document evidence, prioritise work and escalate issues appropriately.
- Sound written and verbal communication skills, including the ability to explain cyber security issues to non-technical users.
- Commitment to confidentiality, ethical conduct, public sector values and secure handling of Council information.
- Knowledge of EDR/XDR, SIEM/log management, vulnerability scanning, email security gateways, Microsoft Entra ID, or similar tools.
- Understanding of ASD Essential Eight and cyber incident response practices.

6. Inherent Requirements

The occupant of the position will be required to meet the following inherent requirements:

Compliance

- Current and valid working rights for Australia
- Ability to satisfactorily pass a national police check (and where necessary an international check)

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- Current Victorian Driver's Licence

Physical

Daily work will be performed in an office environment, as such:

- Physical demands are sedentary to light requiring the ability to sit, stand, reach, bend, lift and pull using safe manual handling practices.
- You may be exposed to conditions normally encountered in an office environment.

Psycho-social

- Resilience and adaptability
- Ability to manage stress effectively, maintain a positive attitude, and demonstrate emotional intelligence
- Strong self-motivation, a collaborative approach, and a commitment to upholding ethical standards and Council values.

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