# Job Profile

Job Title: Security Engineer

Directorate: Information Services (IS)

Reports To: Operational Security Manager

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: November 2024

## Overall Role Purpose

The Security Engineer helps people with sight loss to live the life they choose by supporting the Operational Security Manager to provide the first line of defence, protecting Guide Dogs’ information and technology assets from security threats and vulnerabilities. The Security Engineer is responsible for the day-to-day operation, maintenance and monitoring of our security tools and services to detect and identify information security threats and support our response to cyber security incidents.

**Key Responsibilities**

* Support the Operational Security Manager by executing security operating procedures consistently, reliably and accurately on a BAU basis.
* Work with external suppliers including an outsourced 24/7 Security Operating Centre (SOC) to ensure quality and effectiveness of the services provided and respond quickly to security alerts raised.
* Maintain Guide Dogs’ security tools to ensure they are configured and integrated according to best practice.
* Ensure that security patches and updates are tested and applied effectively, in a timely manner.
* Produce and maintain clear, accurate and up-to-date procedural documentation.
* Participate in playbook test exercises and respond to genuine security incidents.
* Identify current and emerging security threats, vulnerabilities and trends.
* Analyse threat intelligence and escalate to the OSM as appropriate.
* Work with other security and technology colleagues to ensure that security vulnerabilities are mitigated quickly.
* Deliver monthly vulnerability scans and support technology colleagues to schedule and track remediation.
* Analyse and interpret complex technical information to identify patterns and trends, root causes and causal links.
* Work in partnership with Change and Project teams to ensure secure delivery of changes and new deployments.

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: None

### Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

# Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives.

All employees must also:

* Comply with all organisational policies
* Promote the vision and values of the organisation
* Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

# Working at Guide Dogs

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time, you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

# Person Specification

## Education/Qualifications

#### Essential

* Professional security and technical certifications (either obtained or expected to obtain in the next six months) such as CISSP, CISA, CCNA, MTA IT Infrastructure, SSCP, CEH and/or CREST CPSA / CRT.
* An enthusiasm for staying up to date with the very latest updates about security threats, vulnerabilities and solutions.

**Desirable**

* An incident response/management certification e.g. CREST CPIA / CRIA, EC Council CIH and GIAC CIH.
* Experience in a similar role.
* ITIL foundation qualification or demonstrable operational experience using a best practice framework.

## Job-Related Experience

**Essential**

* Demonstrable experience of working in a cyber security, system engineering or similar role.
* Hands-on experience building, configuring and managing technical solutions, ideally security tools such as anti-malware, content filtering, SIEM and threat detection solutions.
* Indepth understanding of Windows OS and general knowledge of Linux and MacOS.
* Experience working with technology suppliers and outsourced services.
* Experience collating and interpreting alerts and diagnostic information.
* Working as part of an operational team, maintaining strong collaborative partnerships.
* Operating BAU procedures, consistently and to schedule.
* Working to tight deadlines whilst preserving quality and accuracy.

**Desirable**

* Working knowledge of Microsoft Security tools.
* Hands-on experience conducting vulnerability scans.
* Hands-on experience supporting Microsoft Azure and O365.
* Functional and practical experience with scription of development languages i.e., Python, PowerShell and regular expressions.

## Knowledge

* Knowledge of threat and vulnerability management techniques and tools.
* Good working knowledge of network infrastructure including firewalls, network segmentation, intrusion detection/prevention systems, wireless security technologies, cloud computing.
* Demonstrable understanding of common security tools, services and best practice controls.
* Working knowledge of Windows workstation and server environments.
* Understanding of service level agreements and security supplier relationships.

## Skills and Competencies

* Ability to follow procedures accurately and effectively.
* Confidence to identify and suggest procedural improvements.
* Ability to analyse information and make careful judgements.
* Ability to adapt quickly to changing circumstances and remain calm under pressure.
* Ability to work collaboratively and effectively across multiple IT disciplines.
* Ability to manage multiple complex activities simultaneously.
* Ability to identify, prioritise and escalate issues clearly and accurately.
* Ability to write clearly and accurately for a variety of audiences.

## Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

* **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen and recognise that every individual is different in where they’ve come from and where they’re going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
* **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
* **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

* **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
* **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
* **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

## Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we’ll also be assessing ‘safeguarding competencies’ as part of the process. These are:

* Appropriate motivation to work with vulnerable groups;
* Emotional awareness;
* Working within professional boundaries and self-awareness; and
* Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

## Mobility

A flexible approach with a willingness to work outside of core hours on occasions.

## Job Group (internal use only)

This role has been evaluated as Specialist Professional, please [follow this link](https://guidedogs.sharepoint.com/%3Aw%3A/g/EUI0WnRsYbtLkvgYgCNpN08BXgARYx-n88ZLdVCyT50KIQ?e=GsyzTz) to view the salary band.