# Role Description
# Cyber DevSecOps Engineer

| Role Description Fields | Details |
|---|---|
| **Department/Agency** | Department of Customer Service |
| **Division/Branch/Unit** | Cyber Security NSW |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **ANZSCO Code** | 261313 |
| **OSCA Code** | 271135 |
| **PCAT Code** | 1236468 |
| **Role Family/Function/Type** | Digital, ICT & Technology/Software/Application, Development/ Engineering |
| **Date of Approval** | March 2026 |
| **Agency website** | www.customerservice.nsw.gov.au |

## Primary purpose of the role

Build, maintain, and support the day-to-day operation of the organisation's ICT system software and cloud infrastructure, working with internal and external stakeholders to deliver cyber security solutions through monitoring, process management, request actioning, and reporting, to ensure secure and reliable operations.

## Key accountabilities

- Design, create, test, and document new or existing systems, pipelines and processes, applying best practice methodologies and industry recognised platforms, processes, and standards to meet defined business needs.
- Liaise with internal and external stakeholders to provide technical support in resolving issues to achieve service delivery outcomes.
- Monitor, analyse, and report on system performance and functionality to contribute to quality and improvement, and to ensure consistency, repeatability, and security compliance.
- Embed automated security controls to identify vulnerabilities early and provide multiple layers of protection in a high-security environment.
- Collaborate with development and other internal teams to interpret security recommendations, such as scan results, and provide technical guidance on remediating vulnerabilities to reduce security risk.
- Assist developers by deploying, maintaining, and refreshing secure, stable development and production cloud environments to ensure the smooth transition of users to updated platforms.
- Proactively identify business risks and opportunities to continually improve efficiency, effectiveness, and informed decision making.
- Support Post-Quantum Cryptography readiness activities to ensure cloud infrastructure remains compliant, resilient, and protected against evolving cryptographic risks.

## Key challenges

- Balancing the complexity of Amazon Web Services (AWS) infrastructure, Red Hat Linux systems, automation workflows, and evolving security requirements to ensure reliable and consistent operations.

- Keeping pace with a rapidly evolving cyber threat landscape and updating configurations and policies to reflect the latest government compliance mandates and industry best practices to reduce risk and maintain compliance.
- Ensuring documentation remains accurate, up-to-date, and standardised in a rapidly changing system environment to support operational continuity and audit readiness.

## Key relationships

### Internal

| Who | Why |
|---|---|
| Manager | • Escalate issues, keep informed, receive guidance and instructions and contribute to decision making<br>• Participate in meetings and discussions to share information, provide advice, input and feedback<br>• Identify sensitive issues, risk & opportunities and recommend potential solutions<br>• Provide regular updates on key projects/programs and priorities |
| Work team | • Guide, support, coach and mentor team members and work collaboratively to contribute to achieving business outcomes<br>• Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice<br>• Represent work group perspective and share information<br>• Review work and proposals of team members |
| Customers/Stakeholder | • Manage the flow of information, seek clarification, and provide customer focused advice and responses to ensure prompt resolution of issues<br>• Articulate the needs and requirements of the service and collaborate with to negotiate solutions, provide expert customer focused advice and regular updates<br>• Address/respond to queries to provide advice where possible, or redirect to relevant party for review and resolution<br>• Optimise engagement to achieve defined outcomes and manage expectations |

### External

| Who | Why |
|---|---|
| Customers/Stakeholder | • Respond and resolve queries, provide information and/or resources or redirect to the appropriate person or business unit if required<br>• Develop and maintain effective working relationships and open channels of communication to provide and obtain information, and ensure effective management and implementation of expectations and standards<br>• Engage with, consult, seek clarification and provide customer focused advice and responses to ensure the prompt resolution of issues |
| Vendors/Service Providers | • Communicate needs, facilitate routine business transactions and resolve issues |

## Role dimensions

### Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their manager. It refers to a managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

### Reporting line

Manager

### Direct reports

This role has no direct reports.

### Budget/Expenditure

As per the Customer Service Delegations

## Essential requirements

- Must be an Australian Citizen with an ability to obtain and maintain a NV1 level security clearance, and willingness to undergo a criminal history and identity verification and ongoing probity checks as a condition of employment.
- May be required to work out of hours.

## Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

## Focus capabilities

| Capability group/sets | Capability name | Behavioural indicators | Level |
|---|---|---|---|
|  | **Act with Integrity**<br>Be ethical and professional, and uphold and promote the public sector values | • Represent your organisation in an honest, ethical and professional way and encourage others to do so<br>• Act professionally and support a culture of integrity<br>• Identify and explain ethical issues and set an example for others to follow<br>• Promote a workplace culture that values high ethical standards and behaviour<br>• Act to prevent and report misconduct and inappropriate behaviour<br>• Put strategies in place to manage and monitor conflicts of interest<br>• Ensure that others are aware of and understand the legislation and policy framework within which they operate | Adept |
|  | **Communicate Effectively**<br>Communicate clearly, pay attention to others and respond with understanding and respect. | • Focus on key points and use clear, concise and inclusive language<br>• Clearly explain and present ideas and arguments.<br>• Pay attention and ask appropriate and respectful questions to understand others' point of view<br>• Promote the use of inclusive language and help others to adjust their language where necessary<br>• Seek feedback about your communication style and adapt where necessary<br>• Write in a way that is well structured and easy to follow<br>• Clearly communicate routine technical information | Intermediate |
|  | **Commit to Customer Service**<br>Provide customer-focused services in line with public sector and organisational objectives | • Focus on providing a positive customer experience<br>• Support a customer-focused culture in your organisation<br>• Demonstrate a thorough knowledge of the available services and share relevant information with customers<br>• Identify and respond quickly to customer needs.<br>• Consider different customer needs and experiences when developing solutions to meet needs<br>• Resolve complex customer issues<br>• Cooperate across work areas to improve outcomes for customers | Intermediate |

| Capability group/sets | Capability name | Behavioural indicators | Level |
|---|---|---|---|
|  | **Think and Solve Problems**<br>Think, analyse and consider the broader context to develop practical solutions | • Understand a problem or explore an opportunity by finding data that is relevant, trustworthy and high quality<br>• Research and analyse information to make recommendations based on relevant evidence<br>• Identify and find appropriate solutions for issues that may stop people from completing their tasks<br>• Be willing to seek others' input and share your ideas to achieve best outcomes<br>• Come up with ideas and identify ways to improve systems and processes to meet organisational and customer needs | Intermediate |
|  | **Project Management**<br>Understand and use effective ways to plan, coordinate and control projects. | • Research and analyse data at a basic level to inform and support the achievement of project deliverables<br>• Contribute to developing project documents and resource estimates<br>• Contribute to reviews of progress, outcomes and future improvements<br>• Identify when projects differ from their plans and tell your supervisor | Intermediate |

## Occupation specific capability set

| Capability group/sets | Capability name | Behavioural indicators | Level |
|---|---|---|---|
| SFIA | **Problem Management**<br>Managing the lifecycle of all problems that have occurred or could occur in delivering a service. | • Initiates and monitors actions to investigate and resolve problems in systems, processes and services<br>• Determines problem fixes and remedies<br>• Collaborates with others to implement agreed remedies and preventative measures<br>• Supports analysis of patterns and trends to improve problem management processes | Level 4 – PBMG |

| Capability group/sets | Capability name | Behavioural indicators | Level |
|---|---|---|---|
| SFIA | **Security Administration**<br>Manages and administers security measures, using tools and intelligence to protect assets, ensuring compliance and operational integrity. | • Maintains and optimises operational security processes<br>• Checks that all requests for support are dealt with according to established protocols, including for cloud-based and automated systems. Provides advice on implementing and managing physical, procedural and technical security encompassing both physical and digital assets<br>• Investigates security breaches in accordance with established procedures using advanced tools and techniques and recommends necessary corrective actions<br>• Enables effective implementation of recommended security measures and monitors their performance | Level 4 - SCAD |
| SFIA | **Change Control**<br>Assessing risks associated with proposed changes and ensuring changes to products, services or systems are controlled and coordinated. | • Assesses, analyses, develops, documents and implements changes based on requests for change<br>• Ensures operational processes and procedures are in place for effective change control<br>• Develops, configures and maintains tools to manage and report on the lifecycle of change requests<br>• Identifies problems and issues and recommend corrective actions | Level 4 - CHMG |

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes; however, may be relevant for future career development.

| Capability group/sets | Capability name | Description | Level |
|---|---|---|---|
| Personal attributes | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| Personal attributes | Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| Personal attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships | Work Collaboratively | Collaborate with others and value their contribution | Intermediate |

| Capability group/sets | Capability name | Description | Level |
|---|---|---|---|
|   | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
|   | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
|   | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
|   | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
|   | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
|   | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
|   | Procurement and Contract Management | Understand and use procurement processes to ensure effective purchasing and contract performance | Intermediate |