Role Description
Manager Cyber Technical Centre

Role Description Fields	Details
Department/Agency	Department of Customer Service
Division/Branch/Unit	Digital.NSW/Cyber Security NSW
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	262112
OSCA Code	271132
PCAT Code	1236368
Role Family/Function/Type	Digital, ICT & Technology/Cyber Security
Date of Approval	October 2026
Agency website	www.customerservice.nsw.gov.au

Primary purpose of the role

Lead the organisation's technical cyber security capability to strengthen cyber resilience, enable risk-informed decision-making and safeguard information, systems and services across NSW from evolving cyber threats, in alignment with organisational objectives and broader public sector outcomes.

Key accountabilities

- Drive the development and implementation of risk-based frameworks, methodologies and practices to effectively identify, assess and manage cyber threats and vulnerabilities.
- Lead the delivery of trusted, risk-based technical cyber security services to safeguard information, systems and services and strengthen organisational cyber resilience.
- Drive continuous improvement of technical cyber security capabilities through performance analysis, quality assurance and service optimisation to improve effectiveness and respond to evolving threats.
- Build and maintain strategic partnerships and stakeholder relationships to strengthen information sharing, collaboration and coordinated cyber security outcomes.
- Provide strategic leadership and expert advice on cyber threats, vulnerabilities and emerging risks to enable proactive risk management and informed decision-making.
- Lead the delivery of timely, actionable and trusted cyber security intelligence, insights and advisory services to enable risk-informed decision-making and effective management of cyber risks.
- Lead, develop and mentor a high-performing team to foster a culture of accountability, collaboration, continuous improvement and professional growth.

Key challenges

- Leading technical cyber security outcomes while balancing complex and competing cyber risks, stakeholder needs and organisational priorities in a rapidly evolving threat environment.
- Anticipating and responding to emerging cyber threats and technological changes while providing timely, risk-informed advice to support organisational resilience and decision-making.
- Building and sustaining a high-performing specialist workforce while driving capability development, collaboration and consistent service delivery in a dynamic operational environment.

Key relationships

Internal

Who	Why
Director	• Escalate significant risks, issues, and emerging threats • Contribute expert advice on planning and decision-making • Seek strategic direction and guidance • Provide updates on operational performance and priorities
Managers	• Provide technical support to cyber incidents • Support effective incident management outcomes
Direct Reports	• Lead coach and develop team capability and performance • Review work to ensure quality and accountability • Set expectations and monitor deliverables • Foster a collaborative and high performing team culture
Work Team	• Provide cyber technical expertise and guidance • Collaborate on vulnerability analysis and cyber technical services • Share knowledge and promote continuous improvement • Support consistent communication of security related information
Customers/Stakeholders	• Provide expert customer focused cyber technical advice and support • Build and maintain effective stakeholder relationships to ensure long-term success, efficient communication channels and optimal major incident process delivery • Understand business needs and align service delivery • Promote consistent cyber security practices and standards

External

Who	Why
Customer/Stakeholders	• Build and maintain trusted partnerships to support cyber resilience • Provide advice and resolve complex cyber security issues • Understand and respond to stakeholder requirements • Represent the organisation in key stakeholder engagements
Industry professionals/consultants	• Participate in forums and networks to represent the organisation • Exchange technical insights and industrial knowledge • Maintain awareness of emerging threats and best practice
Other Government Agencies	• Collaborate on cyber security and intelligence matters • Provide and obtain advice to inform decision-making • Support whole-of-government cyber resilience initiatives
Professional & Sector Associations	• Exchange vulnerability and technical insights • Build professional networks and partnerships

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Executive. It refers to the Executive decisions that require significant change to program outcomes or timeframes or are likely to escalate. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the Director.

Reporting line

Director

Direct reports

Various

Budget/Expenditure

As per the Customer Service Delegations

Key knowledge and experience

- Demonstrated experience applying cyber security principles within a cyber security intelligence environment.
- Demonstrated knowledge and understanding of a wide range of cyber security concepts technologies and practices.
- Demonstrated experience in incident response, vulnerability management, security operations or cyber threat intelligence.

Essential requirements

- Must be an Australian Citizen with an ability to obtain and maintain an appropriate security clearance at Negative Vetting Level 1 (NV1) or higher, and willingness to undergo a criminal history and identity verification and ongoing probity checks as a condition of employment.
- Strong stakeholder engagement skills, with the ability to work effectively with technical and non-technical stakeholders.
- Demonstrated experience and knowledge of Australian state and federal cyber security policies and frameworks.
- Ability to work outside standard business hours when required to support operational and incident response activities.

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 in 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
	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Respond constructively when in high pressure and unpredictable situations. • Give frank, honest advice in response to contrary views. • Be open to criticism of your ideas and respond in a thoughtful and considered way. • Welcome new challenges and persist in raising and working through novel and difficult issues. • Develop effective strategies and be decisive when dealing with emotionally charged situations and difficult issues. • Support and lead change and overcome discomfort when things are complicated, uncertain or unclear.	Advanced
	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Promote an inclusive, customer-focused culture in your organisation and consider new ways of working to improve customer experience • Ensure that your organisation's systems, processes, policies and programs collect customer feedback and insights, and use these to inform your response to customer needs • Initiate and develop partnerships with customers to define and evaluate service performance outcomes • Promote and manage partnerships within your organisation and across the public, private and community sectors • Communicate with senior stakeholders about key issues and provide expert and influential advice • Consider customers' experience when designing business processes and improving services • Encourage new ideas and creative ways to involve customers in designing business processes and improving services	Advanced

Capability group/sets	Capability name	Behavioural indicators	Level
	**Influence and Negotiate** Gain consensus and commitment from others, and resolve issues and conflicts	• Influence others with a fair and thoughtful approach and present persuasive counter arguments. • Work towards mutually beneficial, win-win outcomes. • Show sensitivity and understanding when resolving serious and complex conflicts and differences. • Identify key stakeholders and gain their support in advance. • Negotiate from a clear position, based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise. • Anticipate and minimise conflict within your organisation and with external stakeholders. • Use evidence, including data insights, to create persuasive stories.	Advanced
	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Consider the future aims and goals of the team, business unit and your organisation when prioritising work. • Set, prioritise, consult on and develop team and business unit goals, strategies and plans. • Anticipate, assess and respond appropriately to the impact of changes, including changes to government policy and economic conditions, on team or business unit goals. • Ensure current work plans and activities support and are consistent with organisational change initiatives. • Evaluate outcomes and adjust plans accordingly.	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Undertake objective, critical analysis to reach accurate conclusions that recognise and manage contextual issues. • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others. • Consider the wider business context when thinking about options to resolve issues. • Explore a range of possibilities and creative alternatives to improve systems, processes and business practices. • Put systems and processes in place that are supported by high-quality research and analysis. • Look for opportunities to design innovative solutions to meet customers' needs and service demands. • Evaluate the performance and effectiveness of services, policies and programs against clear criteria.	Advanced
	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Identify opportunities to collaborate using a range of technologies. • Monitor compliance with policies for cyber security and acceptable technology use. • Identify and evaluate how technology supports business strategies and objectives, raising concerns where outputs may be inappropriate. • Monitor compliance with your organisation's records, information and knowledge management requirements. • Check that outputs from systems and digital tools support objectives and meet expected standards.	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
	**Manage and Develop People** Engage with and motivate staff, and develop their capability and potential	• Refine roles and responsibilities over time to achieve better business outcomes. • Recognise talent, develop team capability and succession plan. • Coach and mentor staff and encourage professional development and continuous learning. • Prioritise dealing with team and individual performance issues and ensure your organisation uses consistent approach. • Implement performance development frameworks to align workforce capability with your organisation's current and future priorities and objectives. • Develop systems to promote cultural capability as a means of ensuring the cultural safety of all colleagues.	Advanced

Occupation specific capability set

Capability group/sets	Capability name	Behavioural indicators	Level
SFIA	**Threat Intelligence** Developing and sharing actionable insights on current and potential security threats to the success or integrity of an organisation.	• Plans and manages threat intelligence activities. • Identifies the most impactful threat categories and types of information that can help defend against them. Reviews, ranks and categorises qualitative threat intelligence information. • Provides expert advice on threat intelligence activities. • Leads the production and editing of threat intelligence reports that enhance the intelligence production workflow. Distributes information and obtains feedback about the value, usefulness and impact of the data.	Leve 5 - THIN

Capability group/sets	Capability name	Behavioural indicators	Level
SFIA	**Stakeholder Relationship Management** Systematically analysing, managing and influencing stakeholder relationships to achieve mutually beneficial outcomes through structured engagement.	• Identifies the communications and relationship needs of stakeholder groups. • Translates communications/stakeholder engagement strategies into specific activities and deliverables. Facilitates open communication and discussion between stakeholders. • Acts as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans. Provides informed feedback to assess and promote understanding. • Facilitates business decision-making processes. Captures and disseminates technical and business information.	Level 5 - RLMT

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	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
Personal attributes	Manage Self	Be persistent, self-reflect and commit to learning	Adept
Personal attributes	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Adept
Relationships	Communicate Effectively	Communicate clearly, pay attention to others and respond with understanding and respect	Advanced
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
Results	Deliver Results	Achieve results by using resources efficiently and committing to quality outcomes	Adept
Results	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Intermediate

Capability group/sets	Capability name	Description	Level
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Adept
	Project Management	Understand and use effective ways to plan, coordinate and control projects	Adept
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
	Manage Reform and Change	Support and champion change, and help others to engage with change	Adept