IT Services

IT Security Analyst (Security Operations Centre)

Job Ref: REQ26270

Department summary:

IT Services is located in Holywell Park, a scenic part of our green campus with good transport links and ample parking. Recognised as one of the top institutions nationally for IT resources and facilities in the National Student Survey, Loughborough's IT Services team is proud of its reputation for excellence. We foster a friendly and supportive culture that values work-life balance, offering flexible and hybrid working opportunities. Our staff enjoy collaborating on innovative, University-wide projects that bring together a rich mix of skills, backgrounds, and experiences.

Job Description

Job Family and Grade: Technical Services Grade 5

Job Purpose

The role holder will be responsible for supporting the department in identifying, mitigating, responding and reporting on cyber security threats, as part of the IT Security Team. As a member of this team, the role holder will significantly contribute to the IT security of all University staff, students, fellows and contractors, co-ordinating the response to IT security incidents and improving the defence of the University's IT infrastructure and information assets.

Job Duties

- To perform regular monitoring of University security systems to identify virus and malware infections, compromised systems and user accounts and unusual network activity.
- To perform "threat hunting" across the University network, "deep-dive" trend analysis, thematic research and undertaking different aspects of IT security investigations.
- To actively defend the network with technologies such as next generation firewalls, vulnerability scanning, penetration testing, network traffic analysis, event log analysis, anti-malware, and access control technologies.
- To maintain a high level of awareness of the IT security threat landscape, and how it impacts the business.
- To perform vulnerability scanning of systems, identifying security threats and vulnerabilities, and taking ownership of issues until resolution.
- To ensure that security technologies and practices are operating in accordance with Loughborough University's policies and standards to mitigate risk and ensure compliance.
- To generate general trend data based on a range of agreed IT security metrics.
- To alert on internal non-compliance with the University's policies, standards, and procedures.
- To liaise with IT technical teams and business teams in a clear and professional manner to define effective security controls, practices and processes and advise on implementation.
- To develop and continuously improve documentation, procedures, and controls.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility outlined in the document.

Organisational Responsibility Reports to the: IT Security Team Manager

Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

When completing your application form, please reference the section [EC1, EC2, DC1, etc] when you describe your experience that demonstrates how you meet the listed criteria.

Stages of assessment are as follows:

1 – Criteria measured within the Application
2 – Criteria measured at Test/Assessment Centre/Presentation
3 - Criteria measured at Interview

Essential Criteria

Area	Criteria	Stage
Experience	[EC1] Experience of providing technical IT support in a managed desktop and server environment.	1, 3
	[EC2] Experience of supporting aspects of IT Security at a first or second line level including: Phishing, MFA, Anti-Virus, etc.	1, 2, 3
	[EC3] Experience of working both individually and effectively as part of a wider team.	3
	[EC4] Displays a responsible attitude to following procedures, keeping records, and caring for equipment and other assets.	1, 3
Skills and abilities	[EC5] Has good inter-personal skills. Is well organised and practical, with a logical, analytical approach to problem solving. Pays careful, close attention to detail.	1, 3
	[EC6] Knowledge of essential networking concepts, such as TCP/IP, subnets, ports, and services as applied to IT security.	2, 3
	[EC7] Knowledge of IT security issues and vulnerabilities (e.g. Phishing, social engineering, MiTM attacks, DDoS etc).	1, 2, 3
	[EC8] Analytical skills with the ability to interpret data across large multiple datasets.	2
	[EC9] Awareness of SIEM and vulnerability scanning technologies.	1, 2, 3
	[EC10] Has good oral communication skills and takes an analytical approach to problem solving.	2, 3
	[EC11] Excellent written skills to write technical procedures, reports, system specifications, documentation etc.	1
	[EC12] Excellent time management and the ability to schedule your own workload and prioritise your work.	1, 3
Training	[EC13] A willingness to undertake further training and to learn and adopt new procedures as and when required.	1, 3
Qualifications	[EC14] Must be educated to “A” level or equivalent.	1
Other	[EC15] Demonstrate an ability to behave in a way that adheres to equitable and inclusive working practices, while respecting diversity of thought and supporting freedom of speech and expression.	1,3

Desirable Criteria: These are skills, experience and competencies that are additional extras that may be used to narrow the pool down if we receive a high volume of applications that meet the essential criteria.

Area	Criteria	Stage
Experience	[DC1] Knowledge of Windows, Linux and/or OSX system administration and security hardening.	1, 3
	[DC2] Experience of working in Higher Education.	1
Skills and abilities	[DC3] Ability to write scripts or code to perform analysis and/or aid automation.	1, 3
Qualifications	[DC4] Educated to degree level in a relevant area such as computing or have relevant IT professional qualifications and/or experience.	1
Other	[DC5] Familiarity with relevant University IT-related procedures and policies (acceptable use, data protection, information governance etc.) and advises colleagues and end-user accordingly.	1, 3

Conditions of Service

The appointment will be subject to the University's Terms and Conditions of Employment relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to Equity, Diversity, and Inclusion (EDI), while carrying out all duties in a way that respects these principles and upholds the right to free expression. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous**, **Collaborative**, **Creative**, **Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our **vision and values**.

Our Accreditations

Athena SWAN Bronze Award

We strive to create a culture that supports equity and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their career.

We are proud to be a Race Equality Charter Member. The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).

We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.

We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.

We are proud supporters of the City of Sanctuary movement and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.