

# Identity & Access Management (IAM) Analyst – Information Group

## About MSD

### Our purpose

Manaaki tangata, Manaaki whānau

We help New Zealanders to be safe, strong, and independent.

### Our commitment to Māori

As a Te Tiriti o Waitangi partner we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations.

### Our strategic direction

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| Mana manaaki  A positive experience every time | Kotahitanga  Partnering for greater impact | Kia takatū tatou  Supporting long-term social and economic development |

### Our Values

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| Manaaki  We care about the wellbeing of people | Whānau  We are inclusive and build belonging | Mahi tahi  We work together, making a difference for communities | Tika me te pono  We do the right thing, with integrity |
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### Working in public service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi.  We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work potential and aspirations.

### The outcomes we want to achieve

* New Zealanders get the support they require
* New Zealanders are resilient and live in inclusive and supportive communities
* New Zealanders participate positively in society and reach their potential

### We carry out a range of responsibilities and functions including

* Employment, income support and superannuation
* Community partnerships, programmes, and campaigns
* Advocacy for seniors, disabled people, and youth
* Public housing assistance and emergency housing
* Resolving claims of abuse and neglect in state care
* Student allowances and loans

### He Whakataukī\*

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| --- | --- |
| Unuhia te rito o te harakeke | If you remove the central shoot of the flaxbush |
| Kei hea te kōmako e kō? | Where will the bellbird find rest? |
| Whakatairangitia, rere ki uta, rere ki tai; | Will it fly inland, fly out to sea, or fly aimlessly; |
| Ui mai ki ahau, | If you were to ask me, |
| He aha te mea nui o te ao? | What is the most important thing in the world? |
| Māku e kī atu, | I will tell you, |
| He tangata, he tangata, he tangata\* | It is people, it is people, it is people |

\*We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī.

## Position Detail

### Overview of position

The role of the Identity & Access Management (IAM) Analyst is to lead the analysis of metrics and trends in the IAM landscape to identify areas for improvement, supporting the development of business cases and product plans, collaborate with IT and project teams to set business requirements for software and system enhancements.

IAM analyst will document and analyse workflows to drive improvements and compliance with industry, ministry, and government standards, acting as a liaison between stakeholders and the identity practice to ensure alignment with the ministry’s objectives and goals.

Core functions:

* Develop deep understanding across the IAM domain to provide advice to stakeholders
* Day-to-day administration of IAM services such as IGA, PAM and CIAM and for operational identity tasks
* Daily Monitoring and processing of IAM related requests and incidents
* Collaboration with stakeholders to develop and maintain IAM operational procedures
* Review test strategies and provide advice in the preparation of suitable testing scenarios/tests and data
* Present information and updates to senior management
* Work with an Agile mindset, utilising new tools and techniques
* Help raise IAM maturity

### Location

National Office, Wellington or Auckland

### Reports to

Practice Manager Identity and Access

## Key responsibilities

### Required skills (SFIA 8)

Incident management (USUP) Level 4

Coordinating responses to incident reports, minimising negative impacts and restoring service as quickly as possible.

* Ensures that incidents are handled according to agreed procedures.
* Prioritises and diagnoses incidents. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents.
* Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents.

Contributes to testing and improving incident management procedures.

Security operations (SCAD) Level 4

Delivering management, technical and administrative services to implement security controls and security management strategies.

* Maintains operational security processes and checks that all requests for support are dealt with according to agreed procedures.
* Provides advice on defining access rights and the application and operation of elementary physical, procedural and technical security controls.
* Investigates security breaches in accordance with established procedures and recommends required actions. Provides support and checks that corrective actions are implemented.

Risk management (BURM) Level 3

Planning and implementing organisation-wide processes and procedures for the management of risk to the success or integrity of the enterprise.

* Undertakes basic risk management activities.
* Maintains documentation of risks, threats, vulnerabilities and mitigation actions.

### Desirable skills

Problem management (PBMG) Level 5

Managing the life cycle of all problems that have occurred or could occur in delivering a service.

* Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services.
* Ensures that such problems are fully documented within the relevant reporting systems.
* Enables development of problem solutions. Coordinates the implementation of agreed remedies and preventative measures.
* Analyses patterns and trends and improves problem management processes.

### Levels of responsibility

Autonomy – Level 4

* Works under broad direction.
* Work is often self-initiated.
* Is fully responsible for meeting allocated technical and/or group objectives.
* Analyses, designs, plans, executes and evaluates work to time, cost and quality targets.
* Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities.

Influence – Level 4

* Influences customers, suppliers and partners at account level.
* Makes decisions which influence the success of projects and team objectives.
* May have some responsibility for the work of others and for the allocation of resources.
* Engages with and contributes to the work of cross-functional teams to ensure that customers and user needs are being met throughout the deliverable/scope of work.
* Facilitates collaboration between stakeholders who share common objectives.
* Participates in external activities related to own specialism.

Complexity – Level 4

* Work includes a broad range of complex technical or professional activities, in a variety of contexts.
* Investigates, defines and resolves complex issues.
* Applies, facilitates and develops creative thinking concepts or finds innovative ways to approach a deliverable.

Business skills – Level 4

* Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences when engaging with colleagues, users/ customers, suppliers and partners.
* Selects appropriately from, and assesses the impact of change to applicable standards, methods, tools, applications and processes relevant to own specialism.
* Demonstrates an awareness of risk and takes an analytical approach to work.
* Maximises the capabilities of applications for their role and evaluates and supports the use of new technologies and digital tools.
* Contributes specialist expertise to requirements definition in support of proposals.
* Shares knowledge and experience in own specialism to help others.
* Learning and professional development — maintains an awareness of developing practices and their application and takes responsibility for driving own development.
* Takes the initiative in identifying and negotiating their own and supporting team members’ appropriate development opportunities.
* Contributes to the development of others.
* Security, privacy, and ethics — fully understands the importance and application to own work and the operation of the organisation.
* Engages or works with specialists as necessary.

**Knowledge - Level 4**

* Has a thorough understanding of recognised generic industry bodies of knowledge and specialist bodies of knowledge as necessary.
* Has gained a thorough knowledge of the domain of the organisation.
* Is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and shares with others.
* Rapidly absorbs and critically assesses new information and applies it effectively.

### Embedding Te Ao Māori

* Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD.
* Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

### Health, Safety and Security

* Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework.
* Ensure you understand, follow and implement all Health, Safety and Security and wellbeing policies and procedures.

### Emergency Management and Business Continuity

* Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team.
* Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.

### Know-how

* Relevant qualification or equivalent experience in a Security or System Analyst or Administrator role.
* In-depth knowledge of IAM concepts, technologies, and best practices
* Demonstrable experience in responding to IAM requests and incidents
* Demonstrable experience in developing and maintaining IAM operational procedures
* Experience in supporting and implementing IAM solutions and technologies
* Proven problem-solving experience in IT, particularly in the areas of identity and access management
* Ability to create formal reports and documentation that can be understood by both technical and non-technical audiences
* Analytical capabilities demonstrated through research and projects completed as part of educational qualifications or professional experience
* Experience in Agile methodologies is highly desirable

### Key relationships

Internal

* Technology Security and Identity Practice (including Practice Managers, Architects, Engineers, Administrators and Analysts)
* Security and Identity Programme delivery team
* IST technical and delivery teams
* IG stakeholders

External

* Vendors and partners

### Other

Delegations

* Financial – No
* Human Resources – No

Direct reports

* No

Security clearance

* No

Children’s worker

* Not a children’s worker

Travel

* Limited adhoc travel may be required