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| **SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – INCIDENT INVESTIGATOR** | | | | | | |
| **Sector** | Infocomm Technology | | | | | |
| **Track** | Cyber Security | | | | | |
| **Sub-track** | Incident Response | | | | | |
| **Occupation** | ICT Security Specialist | | | | | |
| **Job Role** | **Incident Investigator** | | | | | |
| **Job Role Description** | The Incident Investigator conducts complex analysis to investigate causes of intrusion, attack, loss or breach occurring in an organisation. He/She identifies and defines cyber threats and root causes. He develops reports that detail incident timeline, evidence, findings, conclusions and recommendations. He is responsible for managing cyber incidents and resolving the incidents in a timely manner. He prepares reports, communicates findings to senior stakeholders, and recommends corrective actions to prevent and mitigate internal control failures. He is required to be on standby with on-call availability with varied shifts including nights, weekends and holidays.   He is familiar with cyber security standards, protocols and frameworks, and works in compliance with the Cyber Security Act 2018. He is knowledgeable in using various cyber security tools and techniques to resolve incidents.  The Incident Investigator is detail-oriented and adopts a critical and systematic approach in conducting investigations and analyses. He views issues from multiple perspectives and actively communicates his thoughts and engages with other team members. | | | | | |
| **Critical Work Functions, Key Tasks and Performance Expectations** | **Critical Work Functions** | **Key Tasks** | | | **Performance Expectations** | |
| **Develop and implement cyber incident response strategy** | Develop approaches to combat cyber threats and mitigate risks to information systems assets | | | In accordance with:     * Cyber Security Act 2018, Cyber Security Agency of Singapore | |
| Develop guidelines to perform incident response strategies and policies | | |
| Implement processes and guidelines to perform incident response protocols, analyse data, and create incident reports | | |
| Implement mechanisms to improve cyber security measures and incident response times | | |
| **Manage cyber security incidents** | Handle responses to cyber security incidents | | |
| Lead the recovery of contained cyber security incidents, following established processes and policies | | |
| Utilise appropriate cyber incident management techniques to resolve challenges | | |
| **Oversee cyber threat analysis** | Collect, analyse and store cyber threat intelligence information | | |
| Analyse past cyber-attacks to draw insights and implications on the organisation | | |
| Scrutinise vulnerabilities within systems that may pose cyber security risks | | |
| Recommend ways to enhance the resilience and security of IT systems | | |
| Propose mitigation techniques and countermeasures to ensure cyber threats are kept at a minimum | | |
| **Skills and Competencies** | **Technical Skills and Competencies** | | | **Generic Skills and Competencies** | | |
| Cyber Forensics | | Level 3 | Communication | | Intermediate |
| Cyber and Data Breach Incident Management | | Level 3 | Creative Thinking | | Intermediate |
| Cyber Risk Management | | Level 4 | Problem Solving | | Intermediate |
| Security Assessment and Testing | | Level 3 | Sense Making | | Intermediate |
| Stakeholder Management | | Level 3 | Teamwork | | Intermediate |
| Threat Analysis and Defence | | Level 3 |  | |  |
| Threat Intelligence and Detection | | Level 3 |  | |  |
| **Programme Listing** | For a list of Training Programmes available for the ICT sector, please visit: [www.skillsfuture.sg/skills-framework/ict](http://www.skillsfuture.sg/skills-framework/ict) | | | | | |
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| The information contained in this document serves as a guide. | | | | | | |