Cyber Defense Infrastructure Support

Employers are best placed to design & name jobs/roles, define career pathways, create job descriptions and select skills and skill levels. SFIA provides a framework to help you do this.

SFIA's attributes of AUTONOMY, INFLUENCE and COMPLEXITY are the key to determining level of impact, responsibility and accountability. Click the SFIA level to find the details.

SFIA Level 1 Follow	SFIA Level 2 Assist	SFIA Level 3 Apply	SFIA Level 4 Enable	SFIA Level 5 Ensure, advise	SFIA Level 6 Initiate, influence	SFIA Level 7 Set strategy, inspire, mobilise
Follows instructions, completes routine tasks under close supervision, and requires guidance. Learns and applies basic skills and knowledge.	Assists and supports others, works under routine supervision, and uses discretion to solve routine problems. Actively learns through training and on-the-job experiences.	Performs varied tasks, including complex and non-routine, using standard methods. Plans and manages own work, exercises discretion, and meets deadlines. Proactively enhances skills and impact in the workplace.	Performs diverse complex activities, supports and supervises others, works autonomously under general direction, and contributes expertise to deliver team objectives.	Accountable for achieving workgroup objectives and managing work from analysis to execution and evaluation. Provides authoritative guidance in their field and works under broad direction.	Influences the organisation significantly, makes high-level decisions, shapes policies, demonstrates thought leadership, fosters collaboration, and accepts accountability for strategic initiatives and outcomes.	Determines overall organisational vision and strategy, operates at the highest level, and assumes accountability for overall success.

Cyber Defense Infrastructure Support role family	Cyber Defense Infrastructure Support SFIA Level 1	Cyber Defense Infrastructure Support SFIA Level 2	Cyber Defense Infrastructure Support SFIA Level 3	Cyber Defense Infrastructure Support SFIA Level 4	Cyber Defense Infrastructure Support SFIA Level 5	----------	----------
Role purpose: Responsible for testing, implementing, deploying, maintaining, and administering infrastructure hardware and software. They ensure the robustness and security of the infrastructure, contributing to the organisation's overall cyber defence strategy.s	At this level, individuals carry out basic tasks to support cyber defence infrastructure under supervision and assist with monitoring and maintaining infrastructure systems.	At this level, individuals assist in the operations of infrastructure systems and networks, support software and hardware updates, help users with data processing, and contribute to restoring services after incidents.	At this level, individuals implement identification controls, monitor infrastructure performance, ensure compliant processes, and maintain test environments. They carry out infrastructure component rollouts, expedite updates, support user access, and implement service recovery after breaches, all while working within established guidelines.	At this level, individuals manage live systems' infrastructure security, plan colleagues' work, and ensure operational compliance, particularly with security standards. They select and implement monitoring tools, evaluate operations for infrastructure improvements, and collaborate across teams for organisation-wide cyber defence. Their role may include training and assessing team members.	At this level, individuals are responsible for the overall performance and security of operational infrastructure systems. They set and monitor compliance with standards, oversee the use of performance and security tools, and identify operational enhancements. They work collaboratively to ensure secure operations and are involved in staffing decisions, including recruitment and training.		

Example job titles
Junior Cyber Defence Infrastructure Support Specialist, Associate Infrastructure Support Specialist (Cyber Defence), Cyber Defence Infrastructure Support Specialist, Senior Cyber Defence Infrastructure Support Specialist, Lead Infrastructure Support Specialist (Cyber Defence), Cyber Defence Infrastructure Manager

Illustrative levelled roles

Candidate SFIA professional skills: Your organisation's priorities and context will drive the SFIA skills and competency levels required. Click the SFIA skill name for details

SFIA professional skills		Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7
Security operations	SCAD	1	2	3	4	5	6	
IT infrastructure	ITOP	1	2	3	4	5		
Systems installation and removal	HSIN	1	2	3	4	5		
System software	SYSP			3	4	5		
Network support	NTAS		2	3	4	5		

Candidate workplace/power skills: Your organisation's priorities and context will drive the skills and levels required. Click the workplace skill name for details

SFIA workplace skills		Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7
Security, privacy and ethics	SCPE	1	2	3	4	5	6	7
Problem solving	PROB	1	2	3	4	5	6	7
Learning and professional development	LAPD	1	2	3	4	5	6	7
Adaptability and resileince	ADPT	1	2	3	4	5	6	7
Communication	COMM	1	2	3	4	5	6	7
Digital mindset	DIGI	1	2	3	4	5	6	7
Collaboration	COLL	1	2	3	4	5	6	7
Decision making	DECM	1	2	3	4	5	6	7
Planning	PLAN	1	2	3	4	5	6	7

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