



POSITION DESCRIPTION

Communications Technician

Unit/Branch, Directorate: New Zealand Security Operations Centre (NZSOC)
Intelligence Directorate

Location: Wellington

Direct reports: None

Salary range: E \$48,934 - \$73,400

Purpose of position:

The Communications Technician is responsible for the effective, efficient and secure operation of the GCSB formal communications system, and for the 24/7 monitoring of secure WAN, LANs, associated dataflow, and processing systems. The Communications Technician also provides first level diagnostic and IT support to designated communications equipment, associated data processing systems and customer support applications tools.

The Communications Technician is a permanent position working within a 24/7 shift roster.

Our mission at the GCSB is to protect and enhance New Zealand's security and wellbeing.

Our values are Respect, Commitment, Integrity and Courage.

Intelligence Directorate purpose:

The core activities of the Intelligence Directorate are the planning and conduct of GCSB intelligence collection, processing, production, and distribution in accordance with agreed Government policy and requirements, and the overall coordination of New Zealand operational intelligence assets to meet national requirements.

The Directorate is also responsible for providing support to military operations, support to other agencies under section 13 of the Intelligence and Security Act and the operation of a 24x7 intelligence watch and warn service for the NZ Government.



Key accountabilities	Deliverables/Outcomes
<p><u>Communications and Network Management</u></p> <ul style="list-style-type: none"> • Transmitting and receipting formal messages on behalf of GCSB; • Monitoring the status of the GCSB Local Area and Wide Area networks; • Co-ordinating and setting up VTC connections on behalf of GCSB staff and other departments; • Recording any occurrence of abnormal events, taking corrective action as appropriate and/or escalating issues for further support when necessary; • Providing support to test, and introduce into service, new network and messaging systems. 	<ul style="list-style-type: none"> • Formal messages adhere to prescribed message formats and routed correctly; • Formal messages meet prescribed handling times based on message precedence; • Communications and network links are available at agreed service levels; • VTCs occur as scheduled; • Outages are accurately recorded, and notified to the appropriate resolution group; • Testing is effective and introduction is efficient.
<p><u>Equipment Management</u></p> <ul style="list-style-type: none"> • Monitoring equipment at remote sites for correct operation and potential outages; • Ensuring that all equipment is operating correctly, and that material is correctly handled and stored; • Recording and reporting any breaches found. 	<ul style="list-style-type: none"> • Issues and outages are identified promptly for remedial action; • All devices are operating correctly and all material is current; • Any automatic alerts that the equipment displays via the device management system is promptly reported; • The handling of material is in accordance with national policy, and any breaches are reported promptly.
<p><u>Enterprise Management Alert Handling</u></p> <ul style="list-style-type: none"> • Recording all alerts and service impact notifications; • Advising of any GCSB outage or service disruption. 	<ul style="list-style-type: none"> • Incoming notifications are logged in accordance with Standard Operating Procedures; • Outgoing notifications adhere to the prescribed formats in accordance with the Service Impact Communication Framework; • The timely advising of affected business units of any notification that could have an impact on their operations.
<p><u>Helpdesk Assistance</u></p> <ul style="list-style-type: none"> • Providing the first point of contact for any IT helpdesk related queries outside normal working hours; • Supporting the GCSB Helpdesk by performing routine tasks as necessary. 	<ul style="list-style-type: none"> • All helpdesk jobs are logged and assigned to the appropriate resolution area; • Routine tasks are actioned promptly on a 24/7 basis, and in accordance with standard operating procedures.

<p>Health and safety (for self)</p> <ul style="list-style-type: none"> • Work safely and take responsibility for keeping self and colleagues free from harm; • Report all incidents and hazards promptly; • Maintain a current first aid certificate; • Know what to do in the event of an emergency; • Cooperate in implementing return to work plans; • Be a visible role model at all times; • Follow GCSB's safety rules and procedures. 	<ul style="list-style-type: none"> • A safe and healthy workplace for all people using our sites as a place of work; • All requirements in the NZIC Health and Safety policy and procedures are met; • First aid qualifications remain current.
--	--

Position delegation	
Financial delegation:	None

Key stakeholders	
Internal:	<ul style="list-style-type: none"> • GCSB Technology Directorate, particularly the Service Desk and network engineers; • All other GCSB managers and staff as required in the performance of support functions.
External:	<ul style="list-style-type: none"> • Relevant New Zealand government departments; • Partner agencies with respect to network availability and service alerts; • Commercial telecommunications service providers.

Person Specification	
Experience:	<ul style="list-style-type: none"> • Experience with formal messaging principles, systems, procedures, formats and applications; • Significant (at least 5 years) experience in working environments ideally with customer facing responsibilities; • Experience working in a shift-working environment would be an advantage; • Experience in multiple operating systems, particularly MS Windows and UNIX.

Knowledge and Skills:	<ul style="list-style-type: none"> • An understanding of Local Area and Wide Area network operation and maintenance; • An awareness of Service Management Principles and processes; • The ability to utilise relevant productivity tools (e.g. spreadsheet, word processor, presentation graphics, databases, network management applications, etc.) to best advantage.
Qualifications and Courses:	<ul style="list-style-type: none"> • A tertiary qualification in an information technology-related field such as network engineering, or equivalent learning through experience; • ITIL – Foundation level qualification.
Specific Job Requirements:	<ul style="list-style-type: none"> • Ability to obtain and maintain a TSS security clearance.

NZIC Competencies

In addition to the Person Specification above, competency standards which outline the development requirements of the position are set out under the NZ Intelligence Community (NZIC) Career Pathways framework. The Career Pathways framework enables progression within the job.

Full descriptions of progression competencies and an overview of the NZIC Career Pathways framework is available on appointment.

The position is aligned to the Service Delivery and Engagement competency framework.

Changes to Position Description

Positions in the GCSB may change over time as the organisation develops. Therefore we are committed to maintaining a flexible organisation structure that best enables us to meet changing market and customer needs. Responsibilities for this position may change over time as the job evolves. This Position Description may be reviewed as part of planning for the annual performance cycle.

Date PD reviewed: 5/03/2019

Signatures		
Manager's Name		
Signature		Date:
Employee's Name		
Signature		Date: