



Position Description



Infrastructure Lead

Position purpose:

Infrastructure Leads are responsible for leading the development and maintenance of infrastructure capabilities in support of GCSB's activities. Further, they direct and mentor infrastructure unit staff and ensure the technical health of the unit.

This role is responsible for:

- Providing senior oversight of the research and development of sophisticated infrastructure capabilities;
- The Infrastructure Leads assist leadership in determining and achieving the strategic goals of the Unit, as well as assisting with team leadership and personnel management duties;
- Ensuring all activities are conducted within the legal and compliance frameworks of the NZ government and GCSB;
- Directing activities of the infrastructure teams and their team members;
- Mentoring and ensuring the resources required for team members are made available;
- Working with technical leaders to ensure technical direction for the branch is strategically fit for purpose;
- Ensuring that capability is developed to meet the needs of stakeholder teams that utilise that capability to meet the intelligence requirements of the NZ government;
- Managing and facilitating team members through providing knowledge, resources, mentoring and training; and

- Managing relevant support to other agencies.

The Infrastructure Lead is a Level 4 Professional Lead position under the Career Pathways framework.

Directorate overview:

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.

Business unit overview:

The unit is responsible for:

- Developing and supporting complex ICT capabilities across a range of technical disciplines;
- Research and development of infrastructure capabilities to support GCSB activities; and
- Support as required to other directorates within GCSB, particularly with regards to specialist knowledge and expertise.

Remuneration indicator: Band J

Date evaluated: Nov 2017

GCSB mission and values

Our mission

Protecting and Enhancing New Zealand's Security and Wellbeing.

Our values

Respect, Commitment, Integrity, Courage.

Objectives

The position of Infrastructure Lead encompasses the following major functions or objectives:

- Developing and managing people;
- Directing the development and maintenance of capabilities;
- Researching and developing new technologies and approaches to enhance GCSB's infrastructure capabilities;
- Mentoring new team members;
- Liaising with stakeholders and partners to maximise GCSB's technical capability;
- Management of infrastructure research and development activities; and
- Customer and partner relationship management.

The requirements in the above objectives are broadly identified below:

Jobholder is accountable for:	Jobholder is successful when:
<p>1. Team Leadership:</p> <ul style="list-style-type: none"> ■ Effectively lead members of the infrastructure teams, to enable successful results across the unit. Promote a positive, cohesive team environment where individuals demonstrate the core values of the GCSB. Ensure any impediments are identified and rectified; ■ Effectively manage workloads; ■ Enable individuals to complete their tasks through analytic, technical and personal development and training. Ensure a technical training curriculum is designed and implemented for all unit staff; ■ Ensure performance objectives, reviews and discussions are completed in line with Bureau policies and procedures for all direct reports; ■ Demonstrate the stated values of the organisation in all aspects of their representation of the team and GCSB; and ■ Support supervisors to achieve objectives, identify personal development opportunities, recognise areas of improvement and establish solution based outcomes. 	<ul style="list-style-type: none"> ■ Staff are motivated and engaged with a clear understanding of the technical requirements that meet unit and organisational objectives; ■ Staff are appropriately trained to meet unit objectives; ■ Team members understand and demonstrate Bureau values in their day to day work; ■ Unit and staff performance is continuously monitored. The unit is performing to its' expected potential and organisational values are represented appropriately and respectfully. Any variance is addressed fairly and within an appropriate timeframe; ■ Team members have a training and development plan that is carried out in conjunction with People Capability; ■ Staff are fully informed on relevant information and organisation policies and procedures are complied with; ■ Supervisory skills are progressed as a result of mentoring and training; and ■ New staff are comprehensively inducted so that they are productive and comfortable in their role within an appropriate timeframe.

2. Directing the development and maintenance of infrastructure capabilities:

- Provide direction and mentoring for infrastructure unit staff;
 - Manage the daily development and sustainment activities of infrastructure teams using appropriate methodologies including Agile processes;
 - Development and maintenance of, infrastructure platforms;
 - Provide expert oversight of the engineering, integration, and maintenance of infrastructure solutions; and
 - Ensure technical solutions are optimised through engagement with stakeholders.
- Capability development is focused on enhancing and maintaining the business requirements of the Intelligence Directorate;
 - Research and development efforts are prioritised to make the most effective use of the team's resources;
 - Guidance and mentoring are being provided to team members; and
 - Infrastructure platforms are available when required.

3. Researching and developing new technologies and approaches to enhance GCSB's infrastructure capabilities:

- Lead complex system design and implementation activities including the management of resources to ensure capability delivery;
 - Ensure activities are conducted in accordance with all relevant authorisations, legal, and compliance requirements;
 - Collaborate with other Intelligence Directorate units to leverage their knowledge and expertise as required to develop infrastructure capabilities;
 - Provide development and technical support to partners as appropriate; and
 - Provide other areas of the GCSB with specialist assistance on technical matters as required.
- Activities are conducted in strict accordance with legal authorities and comply with the provisions of GCSB policy;
 - The business plan and relevant SOPs for the unit are complete and up-to-date;
 - Research and development activities are being carried out efficiently and effectively to meet requested intelligence requirements;
 - Domestic agencies of Government are being effectively supported;
 - Other areas of GCSB are being effectively supported as appropriate;
 - Technical strategies, plans and papers are written to further strategic capability development; and
 - New capabilities are successfully

integrated into existing platforms as appropriate.

4. Customer and partner relationships:

- Enhance GCSB's reputation through representing the Bureau at relevant domestic and international fora; and
 - Proactively engage with stakeholder units to ensure that activities are focused on contemporary and relevant requirements.
- Feedback provided on GCSB input into fora is positive; and
 - Developed capability is capable, high value and timely.

Precise performance measures for this position will be developed in discussion between the jobholder and manager as part of the performance development and review process. It is also expected that you will undertake other duties that can be reasonably be regarded as relevant to the position, your experience and capability.

Person specification

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what expertise the current jobholder has.) This may be a combination of knowledge, experience, key skills, attributes, job specific competencies, qualifications or equivalent level of learning.

Qualifications

Essential:

- A tertiary qualification in an ICT field such as computer science, engineering, telecommunications, or information science/technology, or equivalent learning through experience.

Desirable:

- A postgraduate degree in an ICT field.
- ICT industry related qualifications such as RedHat Certified Engineer, VMware Certified Professional and/or Cisco Certified Network Professional.
- Qualifications in Project Management, such as PRINCE2.
- Formal training qualifications.

Knowledge/experience

Essential:

- A minimum of 10 years' experience as a practitioner in a systems engineering development role and at least 5 years

Desirable:

- Experience leading multi-disciplinary technical teams, preferably systems engineering focused teams.

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- developing complex ICT capabilities requiring a mix of technical systems engineering skillsets.
- ICT systems design experience with a focus on designing and implementing a range of security-in-depth techniques.
 - Experience in Linux systems administration at the RHCE level or equivalent and one or more of the following areas is required:
 - Virtualisation administration at the VCP/RHCVA level or equivalent.
 - Infrastructure provisioning tools such as Puppet, Chef or Ansible.
 - Network administration at the CCNP level or equivalent.
 - Previous experience leading or managing a team;
 - A good understanding of security standards and practices including the NZISM;
 - Experience in dealing with customers and external partners with a proven ability to develop and maintain relationships for mutual benefit.
- Experience in the development and delivery of formal and/or informal technical training and coaching.
 - Experience in managing technical projects.
 - IT security experience in either the commercial or government sectors.
 - Experience representing agencies in domestic and international fora.
 - Knowledge of contemporary telecommunications technologies and their applications.
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Personal attributes

- Sound judgment under pressure.
- An ability to supervise and motivate uniquely skilled staff.
- Thinks critically and logically.
- Excellent organisational skills and the ability to prioritise work to deadlines.
- Be capable of accurately identifying, analysing, and solving difficult technical problems.
- Commitment to accuracy and quality in all work activities;
- Self-motivation and innovation;
- Excellent written and oral communication skills; and
- Be available to work additional hours as required.

Specialist competencies

In the Career Pathways framework, infrastructure positions are covered under the Information Engineering Job Family. The progression framework includes progression up to Level 3. The Infrastructure Lead positions are a Level 4 or Professional Lead position under this framework.

4	Professional Lead	<ul style="list-style-type: none"> • Demonstrated breadth and depth of expertise in the competencies • Recognised as an expert in the position within the NZIC
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Core competencies

Core competencies are based on and consistent with our values. They describe qualities that are common requirements for all GCSB staff at differing levels in the organisation, irrespective of their specialist skills or the particular requirements of their job. They are complemented by specialist competencies, which (where applicable) are set out in individual performance agreements.

All employees are measured against the following core competencies as part of performance development and review:

- Security
- Teamwork and leadership
- Results focus
- Communication and knowledge sharing
- Professionalism
- Innovation
- Customer focus.

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. Such change may be initiated as necessary by the manager of this position. This position description may be reviewed as part of planning for the annual performance cycle.

Health and safety

GCSB is committed to providing a healthy and safe work environment and management practices for all employees. Employees are expected to share this commitment as outlined in current Health and Safety legislation by taking all practicable steps to ensure:

- a. The employee's safety while at work; and

- b. That no action or inaction of the employee while at work causes harm to any other person.

Knowledge management

Employees are responsible for ensuring that all business records created are accessible and stored in the correct manner according to GCSB record keeping policy, standards, and procedures.

Employee: _____

Date: _____

Manager: _____

Date: _____