



New Zealand Intelligence Community

Te Rōpū Pārongo Tārehu o Aotearoa

nzic.govt.nz



Position Description

Intercept Officer

Position purpose:	The Intercept Officer exists to ensure the delivery of effective and secure intercept and communications data capabilities for NZSIS in support of New Zealand's national security priorities.
Directorate:	Intelligence Directorate
Directorate overview:	The Intelligence Directorate (ID) of NZSIS provides secret intelligence and intelligence assessments to help meet the security and intelligence collection requirements of New Zealand as articulated in the New Zealand Intelligence Community (NZIC) Joint Statement of Intent (JSOI). ID is focused on protecting New Zealand from harm and providing decision makers with unique and otherwise inaccessible information that is timely, useful and relevant. To achieve this ID includes investigative, collection and analytical functions in support of domestic security and foreign intelligence requirements.
Direct reports:	Nil
Financial delegation:	Nil
Remuneration indicator:	Band E
Date evaluated:	September 2016

NZSIS mission and values

Our mission

Keeping New Zealand and New Zealanders safe and secure

Our values

Collaborative, Courageous, Positive, Driven, Self-aware.

Functional relationships

External contacts:	Internal contacts:
<ul style="list-style-type: none">• Counterparts within telecommunications service providers• Counterparts within the wider New Zealand Intelligence Community and central government agencies, as required	<ul style="list-style-type: none">• NZSIS staff, as necessary• NZSIS Legal team• Intelligence Community Shared Services (ICSS) as required

Role Expectations and Scope

In terms of scope, the Intercept Officer is responsible for providing intercept and communications data to operational staff to assist them deliver tasked outputs. Some independent thinking may be required to deal with specific user needs or system requirements as they present, but most issues are resolvable through referencing and applying precedents, or can be teased out from an assessment of a narrow range of options.

Objectives

The position of Intercept Officer encompasses the following major functions and objectives:

- Provision of intercept and communications data
- Compliance Assurance
- Maintenance of intercept reference datasets
- Internal and external relationships

The requirements in the above objectives are broadly identified below:

Jobholder is accountable for:	Jobholder is successful when:
Provision of intercept and communications data	<ul style="list-style-type: none">• Responses to intercept and communications data requests are timely, efficient and meet customer expectations• Issues – technical or otherwise – with the collection and processing of intercept material are resolved, with any that can't be immediately addressed being escalated appropriately• Lines are fully tested to ensure correct allocation and operation• Processes for intercept connects/disconnects and communications data requests are efficient, fully documented and understood by all relevant staff

Compliance Assurance

- All activities relating to intercept collection and communications data requests are conducted in a lawful manner, with full documentation available to support internal and external oversight processes
- Costs associated with requests are understood, documented and signed off at an appropriate level prior to agreements being put in place

Intercept reference datasets maintenance

- Relevant reference datasets are fully maintained so as to be accurate, up-to-date and accessible to appropriate staff
- Datasets are fully documented

Internal and external relationships

- Internal stakeholders are aware at all times of the status and expected delivery timeframes for their intercept and communications data requests
 - Any delays or issues are identified to ID managers and internal stakeholders as soon as possible, to allow a mutually agreed solution to be put in place
 - Relationships with telecommunications service providers are developed and appropriately maintained to enable intercept collection and communications data provision
 - Significant aspects of all external relationships are clearly documented, including contact details and logs of all requests that we have made and their status
 - Team leader and colleagues are kept informed of relevant issues that have an impact on the team
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Precise performance measures for this position will be developed in discussion between the jobholder and manager as part of the performance development process. It is also expected that you will undertake other duties that can 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:

- 4 – 5 years of general education plus further study to diploma level

Desirable:

- A tertiary qualification in a relevant Information and Communications Technology (ICT) field, or equivalent level of experience gained in a relevant technical role
 - Technical training and/or experience on intercept issues within an interception agency or a telecommunications service provider
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Knowledge/experience

Essential:

- Knowledge and experience in ICT, including competence in modern office technology and the ability to quickly learn new systems
- Demonstrated judgement and initiative in dynamic operational situations
- Demonstrated high levels of integrity and an ability to obtain and maintain a TSS security clearance

Desirable:

- Experience in ICT problem resolution
 - Strong knowledge of and experience in the Service's operational and technical investigative activities
 - An understanding of NZSIS processes and procedures, to include a sound understanding of how intercept and communications data contributes to the wider mission
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Personal attributes

- Self motivated, innovative and possessing enthusiasm and drive.
- Strong customer-focus and service delivery ethos.
- Ability to prioritise large numbers of competing demands in line with wider organisational priorities.
- Strong mission focus with a professional, can-do approach.
- Ability to see a task through to completion with minimal supervision.
- Strong communication and interpersonal skills, with the ability to foster good stakeholder relationships through consultation and partnership.
- Astute decision making skills, including the ability to remain calm and make sound decisions under pressure, even without full information.
- Proven ability to work as a member of a successful team.
- Demonstrated high levels of integrity and an ability to obtain and maintain a TSS security clearance.

Changes to position description

Positions in the NZSIS may change over time as the organisation develops. Therefore, we are committed to maintaining a flexible organisation structure, which 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 the preparation for performance planning for the annual performance cycle.

Health and safety

NZSIS 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 the 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 NZSIS record keeping policy, standards, and procedures.

Employee: _____

Date: _____

Manager: _____

Date: _____