



New Zealand
Security Intelligence
Service
Te Pā Whakamarumarū

POSITION DESCRIPTION

Knowledge Analyst

Unit/Branch, Directorate:	Capability Directorate
Location:	Wellington
Direct reports:	Nil
Salary range:	G \$68,316 - \$102,474

Purpose of position:

To analyse the way NZSIS captures, organises and uses data and information in its mission to provide high quality security and intelligence services; to identify and develop interventions that will deliver operational improvements through innovative and compliant exploitation of what we know; to promote an agenda of knowledge-led decision making in NZSIS; to help the organisation get better as it gets bigger.

Our mission at the NZSIS is to keep New Zealand and New Zealanders safe and secure

Our values are Collaborative, Courageous, Positive, Driven and Self-aware

Capability Directorate purpose:

The Capability Directorate is charged with ensuring the NZSIS *stays ahead of the curve* through smart investment of products and services and to strategically think about the requirements of the future. We support the implementation of the NZSIS Operational Strategy by assisting the Service to identify and develop organisational capabilities that meet today's needs and position the NZSIS to achieve our goals into the future. Our core focus is on partnering with, and supporting, internal customers. We take a 'one agency' approach. We're not successful unless the whole NZSIS is successful.

Our mission: Delivery for today. Preparing for tomorrow.

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New Zealand Intelligence Community
Te Rōpū Pārongo Tārehu o Aotearoa
nzic.govt.nz

Key accountabilities	Deliverables/Outcomes
<p>Understanding how knowledge supports NZSIS outcomes</p> <ul style="list-style-type: none"> • Mapping information and knowledge assets of NZSIS, identifying risks and potential mitigations • Maintaining an inventory of data and information assets • Identifying the key business activities that generate or consume knowledge (either about NZSIS itself, or about the threats and opportunities that feature in our intelligence work) • Assessing information maturity across the enterprise by conducting information maturity assessments alongside other Capability development activities 	<ul style="list-style-type: none"> • We know what information NZSIS holds, and how it is looked after • We know where pain points exist in our handling of information, and where we are not getting sufficient value out of what we have • We know how mature our knowledge management capabilities are in different parts of the organisation • We understand the legal basis for how we are using our knowledge, and have a firm foundation on which we can plan for the future
<p>Improving our knowledge base</p> <ul style="list-style-type: none"> • Analysing data quality issues and recommending improvements across the full range of operational and enabling functions in NZSIS • Developing standards for people to follow when capturing data and generating information • Working closely with GCSB's Information and Data Management team to ensure NZSIS can make best use of the data management and data analysis opportunities of the Top Secret Network (next generation of NZIC technology) • Assisting NZSIS teams in identifying information that would improve their processes or the quality of their decisions or outputs; advising on ways to go about obtaining access in a compliant, effective manner 	<ul style="list-style-type: none"> • Our information holdings are optimised for reuse and repurposing; this enables easier sharing with partners, faster interpretation by those who consume it, and automation of repetitive business activities • We can better support the increases in scale demanded by our increasingly digital environment, the growing population of New Zealand and the diversification of the threats we face • We can receive a richer variety of data from partner organisations with less manual wrangling to make sense of it. Partners have confidence in our ability to handle the data and information they share with us according to legislative requirements, information lifecycle considerations and originator control (where applicable) • We have a broader, more enriched knowledge base available to people making decisions and generating intelligence outputs; we make fewer assumptions; we have more confidence in the completeness and accuracy of our assessments
<p>Improving how we exploit what we know</p> <ul style="list-style-type: none"> • Identifying new ways to organise, structure, share, analyse/exploit, integrate or disseminate information to speed up processes and gain deeper insight • Developing proposals for new 	<ul style="list-style-type: none"> • We can better track partner interest in the things we care about so that we can more effectively target trace requests and operational collaboration opportunities • More rapid triage of inbound data and intelligence



Key accountabilities	Deliverables/Outcomes
<p>processes, change to existing practice, new technology developments and new ways of organising data to stay abreast of changes in the intelligence we receive and the data we have access to</p> <ul style="list-style-type: none"> Contributing to the maturation of NZSIS business capabilities by providing mechanisms for accessing and using organisational knowledge more easily. In practice, this may mean working on changes to NZIC shared technology that support knowledge management 	<ul style="list-style-type: none"> Outputs and products that are richer (multi-media, more open-source contribution, more context) NZIC colleagues who share an interest in a topic, or who could likely assist each other, are connected through knowledge management tools and techniques (shared collaborative spaces online, shared intranets, more open/accessible contacts and presence/calendars, etc.)
<p>Promoting a knowledge-centric culture</p> <ul style="list-style-type: none"> Communicating good practice and upcoming changes to a wide variety of internal audiences Bringing information about innovations in knowledge management from the outside world into the NZIC through research and (where possible) outreach into academic and technological fields Being a good ambassador for knowledge management by ‘practising what you preach’ – maintaining open, collaborative working relationships with a very wide range of stakeholders right across NZSIS 	<ul style="list-style-type: none"> Communication materials emanating from the Knowledge Management practice are recognisable; staff across the organisation are gradually more aware that knowledge management is ‘something we do’ now People recognise the benefit of an enduring Knowledge Management capability
<p>Health and safety (for self)</p> <ul style="list-style-type: none"> Working safely and take responsibility for keeping self and colleagues free from harm Reporting all incidents and hazards promptly Knowing what to do in the event of an emergency Cooperating in implementing return to work plans Being a visible role model at all times Following NZSIS’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

Position delegation	
Financial delegation:	None

Key stakeholders	
Internal:	<ul style="list-style-type: none"> • Directorate Managers • Staff at all levels of GCSB
External:	<ul style="list-style-type: none"> • Staff at all levels of GCSB • Counterparts within the wider New Zealand Intelligence Community and central government agencies, as required • International partner agencies as required • The Office of the Inspector-General of Intelligence and Security (IGIS)

Person Specification	
Experience:	<p><i>Essential</i></p> <ul style="list-style-type: none"> • 3 years+ experience in one of the following: <ul style="list-style-type: none"> ○ Business analysis ○ Information exploitation / data analysis ○ Information Management
Knowledge and Skills:	<p><i>Essential</i></p> <ul style="list-style-type: none"> • Ability to analyse a business problem, represent it diagrammatically or otherwise in a way that makes it easy to understand, and find ways to communicate the essence of the problem to stakeholders • Firm understanding of the relevant legislative obligations NZSIS has that govern how it can access and exploit different kinds of information • Strong written and verbal communication skills <p><i>Desirable</i></p> <ul style="list-style-type: none"> • An understanding of how a computer system organises data to give it meaning • Knowledge about how information-centric businesses in other sectors (eg news organisations, pharmaceuticals, oil/gas exploration, etc) are developing ways to enhance knowledge management, particularly in the digital realm
Qualifications and Courses:	<p><i>Essential</i></p> <ul style="list-style-type: none"> • Education to tertiary level <p><i>Desirable</i></p>



Person Specification	
	<ul style="list-style-type: none"> • Knowledge and working understanding of information exploitation or analysis systems
Specific Job Requirements:	<p><i>Essential</i></p> <ul style="list-style-type: none"> • Must be suitable to be granted and retain a Top Secret Special (TSS) security clearance • Knowledge management sits at the junction of core NZSIS intelligence work, the way we design and use information technology, and the legal/policy environment in which we operate. The Knowledge Analyst needs to be comfortable operating across all three of these realms • An interest in using technology to tackle information and business improvement challenges <p><i>Desirable</i></p> <ul style="list-style-type: none"> • Possess a proven ability to work collaboratively • Be able to identify areas for process improvement • Possess highly developed conceptual and analytical skills and experience in developing and implementing workable solutions to ambiguous and complex problems. • Able to identify risks and effective mitigation and consistently use sound judgement on key issues using the best evidence available

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 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: 15/04/2019

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



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