



**New Zealand Intelligence Community**

*Te Rōpū Pārongo Tārehu o Aotearoa*

[nzic.govt.nz](http://nzic.govt.nz)

# Position Description



## Engineering Manager – Infrastructure

<b>Business unit:</b>	Operations Infrastructure
<b>Position purpose:</b>	The Engineering Manager for Infrastructure is responsible for managing the architecture, design, development and sustainment of operational computing capabilities.
<b>Direct reports:</b>	Technical specialists.
<b>Financial delegation:</b>	Level 4
<b>Directorate overview:</b>	The Intelligence Directorate is responsible, within the provisions of the ISA, to access, exploit, analyse, report and share intelligence of value in accordance with New Zealand Government intelligence requirements.
<b>Remuneration indicator:</b>	Band K
<b>Date evaluated:</b>	November 2017

## GCSB mission and values

### Our mission

*Protecting and Enhancing New Zealand's Security and Wellbeing.*

### Our values

*Respect, Commitment, Integrity, Courage.*

## Functional relationships

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**External contacts:****Internal contacts:**

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This role involves managing a range of relationships with a broad spectrum of technical and business related units across both domestic and international intelligence communities. Some of these include:

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| <ul style="list-style-type: none"><li>• NZIC partners</li><li>• Vendors and service providers</li><li>• Industry consultants and contractors</li></ul> | <ul style="list-style-type: none"><li>• Procurement, finance and HR</li><li>• Project Managers</li><li>• ICT Security</li><li>• ICT Capability Engineering</li></ul> |
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## Objectives

The position of Engineering Manager - Infrastructure encompasses the following major functions and objectives:

- Development and management of a specialist technical workforce including engineers, technology stream graduates, and contractors.
- Business and financial planning.
- Leading the architecture, design, development and sustainment of a range of specialist technical capabilities.
- Building and managing relationships with partners and vendors, including representing GCSB in relevant fora.
- Leading the ongoing development of engineering and technical standards.

The requirements in the above objectives are broadly identified below:

### Developing and Managing People

Jobholder is accountable for:	Jobholder is successful when:
<ul style="list-style-type: none"> <li>Effectively lead, develop and manage employees and positively influence their progress towards successful results.</li> <li>Manage a range of people resources including project specific reports, contractors, integrated staff members and graduates.</li> <li>Effectively manage workloads to achieve business outcomes.</li> <li>Mentoring of staff in technical disciplines. Contribute to the professional development of junior engineering staff.</li> <li>Represent the directorate on the career progression board for the Information Engineering job family.</li> <li>In conjunction with HR, address poor performance of employees and ensure that good conduct and discipline is maintained at all times and any issues are dealt with promptly.</li> <li>Manage the culture and morale of the unit.</li> <li>Demonstrate the stated values of the organisation in all aspects of the role.</li> <li>Ensure performance objectives, reviews and discussions are completed in-line with organisational policies and procedures for all direct reports.</li> <li>Conduct regular unit meetings to share information and update staff on new requirements and policies.</li> <li>Support unit leaders to achieve objectives, identify personal development opportunities, recognise areas of improvement and establish solution based outcomes.</li> <li>Efficiently manage the recruitment of high quality employees into the organisation and manage their transition to productive unit members.</li> </ul>	<ul style="list-style-type: none"> <li>The team understands clearly what is required of them and receives regular constructive feedback.</li> <li>The Engineering Manager is seen as a role model for junior staff and is a resource for them to seek guidance in their development aspirations.</li> <li>The team understands their contribution to the organisational outputs.</li> <li>Performance reviews are completed thoroughly and within specified timeframes.</li> <li>Unit members have a Learning and Development plan.</li> <li>Unit members understand and demonstrate Bureau values in their daily work.</li> <li>Employee issues are addressed in a timely manner.</li> <li>Leave liability is kept at an appropriate level.</li> <li>Staff are informed on relevant information and organisational policies and procedures are complied with.</li> <li>As appropriate, supervisory skills are progressed as a result of mentoring and training.</li> <li>New staff are comprehensively inducted into the unit and their role.</li> </ul>

## Business and financial planning

Jobholder is accountable for:	Jobholder is successful when:
<ul style="list-style-type: none"> <li>• Manage and maintain the unit's annual budget in accordance with GCSB finance instructions.</li> <li>• Manage the unit's Capital Expenditure bids and allocations.</li> <li>• Manage the Operational Expenditure related to maintaining capabilities supported on behalf of other units.</li> <li>• Manage operational risks relating to infrastructure capabilities including the unit's operational risk register to ensure that risks are identified, analysed, treated and monitored effectively, and that risks which exceed tolerance are escalated as necessary.</li> <li>• Engage supported units on requirements and timelines to include in budget planning.</li> <li>• Develop unit business plans that support the directorate plan in conjunction with the Assistant Director.</li> <li>• Clearly communicate business plans to the unit and inform individual performance objectives.</li> <li>• Ensure that the capabilities delivered by the unit are resilient, and that measures are in place to ensure that key business continuity objectives can be achieved.</li> </ul>	<ul style="list-style-type: none"> <li>• Budget spent in accordance with financial authority and instructions.</li> <li>• Budget planning encompasses requirements of other units that are supported by the unit.</li> <li>• The unit's overall risk profile ensures that risks are kept within tolerance, and the unit responds effectively to emerging risks.</li> <li>• Business plans are completed within required timeframes and comply with GCSB planning templates (where available).</li> <li>• Supervisors and staff understand how their work and outputs contribute to the business plan.</li> <li>• The unit's capabilities have sufficient diversity and resilience to cope with business continuity requirements.</li> </ul>

## Leading and Managing Infrastructure & Capabilities

Jobholder is accountable for:	Jobholder is successful when:
<ul style="list-style-type: none"> <li>• Leading the architecture and design of specialised operational capabilities.</li> <li>• Developing new capabilities utilising a variety of technologies.</li> <li>• Sustaining existing capabilities to ensure that they are fit for purpose and available for use by clients. This includes maintaining information and operational security aspects, dataflow, routine maintenance and through-life upgrades.</li> <li>• Delivering project/programmes of work within budget, time and risk constraints.</li> <li>• Being responsive to operational imperative development and/or maintenance requirements.</li> <li>• Documentation of systems to standards required for Certification &amp; Accreditation.</li> <li>• Ensuring systems delivered are resilient and measures in place for key business continuity objectives achieved.</li> <li>• Working with other experts to solve complex operational use cases.</li> <li>• Identifying opportunities to leverage technical and market changes to deliver strategic capabilities.</li> <li>• Architecting and consulting on the architecture of future capabilities.</li> <li>• Representing unit interests in wider development and sustainment activities.</li> </ul>	<ul style="list-style-type: none"> <li>• New capabilities are developed within approved timeframes, quality guidelines to agreed organisational and unit standards.</li> <li>• Existing capabilities are sustained to availability, quality and unit standards.</li> <li>• The unit is responsive to operational imperatives.</li> <li>• Documentation maintained to achieve and maintain Certification &amp; Accreditation.</li> <li>• Systems have sufficient diversity and resilience to cope with most disruptive events and DR successfully tested periodically.</li> <li>• GCSB leadership has access to specialist advice to fully inform future strategies and investment decisions.</li> <li>• Technical capabilities and their requirements are forecast and systematically addressed.</li> <li>• Activities are undertaken in accordance with the obligations detailed in the ISA (2017), relevant Ministerial Policy Statements and Joint/GCSB policies and procedures.</li> </ul>



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### **Building relationships with clients and partners**

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Jobholder is accountable for:

- Develop and maintain an active network of peers with management and subject matter experts in partner organisations to facilitate the exchange of infrastructure and related knowledge and techniques.
- Enhance GCSB's reputation through representing the Bureau at relevant bilateral and multilateral fora.
- Proactively engage with other GCSB units and experts to collaboratively further the delivery of organisational objectives.
- Liaison with commercial IT contractors and vendors.
- Provide operational support as necessary to NZIC agencies.

Jobholder is successful when:

- An effective relationship exists between GCSB and partner agencies on infrastructure.
  - GCSB interests are successfully represented in bilateral or multilateral fora.
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### **Ongoing development of technical standards and engineering approaches**

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Jobholder is accountable for:

- Drive the selection and application of appropriate engineering and development methodologies for the development and sustainment of capabilities.
- Promote and lead innovation in the delivery of engineering projects in the GCSB.

Jobholder is successful when:

- New capabilities are developed within approved timeframes, quality guidelines to agreed organisational and unit standards.
  - Existing capabilities are sustained to availability, quality and unit standards.
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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 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:	Desirable:
<ul style="list-style-type: none"> <li>• A Bachelor's Degree in Information Science/Technology, Computer Science or Engineering.</li> </ul>	<ul style="list-style-type: none"> <li>• A post graduate qualification, particularly in one of the aforementioned fields.</li> <li>• Project / programme management qualification or registration</li> <li>• Industry qualifications in contemporary systems engineering disciplines such as:               <ul style="list-style-type: none"> <li>○ RedHat Certified Engineer</li> <li>○ Cisco Certified Network Professional</li> <li>○ VMware Certification (VCP)</li> <li>○ IT security certification e.g. CISSP</li> <li>○ Splunk certification</li> </ul> </li> </ul>

### Knowledge/experience

Essential:	Desirable:
<ul style="list-style-type: none"> <li>• A minimum of ten years' experience in systems engineering roles.</li> <li>• A thorough understanding of computer networking, operating systems, data communications and related technologies.</li> <li>• A minimum of 5 years' experience managing a technical unit responsible for capability development and/or sustainment.</li> <li>• A thorough understanding of the cryptologic intelligence business.</li> <li>• Experience in dealing with customers and international partners with a proven ability to develop and maintain relationships for mutual benefit.</li> <li>• Practical understanding of contemporary IT security requirements.</li> <li>• Excellent communication and interpersonal skills with the ability to produce high-quality documentation.</li> </ul>	<ul style="list-style-type: none"> <li>• A minimum of five years ICT system design and architecture experience.</li> <li>• Experience in infrastructure capability development including experience in the application of security-in-depth principles.</li> <li>• Experience in project management and development methodologies for ICT capability development.</li> <li>• Practical knowledge and preferably experience working in the NZIC.</li> <li>• Familiarity with the role of the GCSB in the New Zealand Intelligence Community and the New Zealand Government.</li> <li>• Familiarity with relevant New Zealand Government business processes.</li> </ul>

## Personal attributes

- Strong interpersonal and communication skills, and the ability to relate effectively to both technical and non-technical people at staff and management levels.
- Display initiative and drive to ensure success of deliverables.
- Proactively research and learn new knowledge and skills.
- Excellent problem solving skills, decisive, a drive to achieve outcomes, and the capacity to perform effectively under pressure with little direct supervision.
- An eye to detail and a commitment to accuracy and quality in work activities.
- Sound judgement and the discretion required to work on sensitive projects and with sensitive material.
- The ability to authoritatively and tactfully represent GCSB in its relations with New Zealand governmental organisations and collaborating partner agencies.
- Be committed to the adoption, implementation and evolution of business and technical processes to maintain effective capabilities.
- A commitment to enabling staff achieve exceptional outcomes through effective direction and leadership.
- Highly developed conceptual thinking.
- Good role model for professional development.

## Professional Leadership competencies

The following levels are taken from the NZIC Leadership Job Family would typically be expected for the 100% fully effective level:

<b>Strategy:</b> navigating for the future
<b>Delivery:</b> making it happen with & through others
<b>Stewardship:</b> of people, functions, organisations
<b>People Capability:</b> identifying & developing talent
<b>Leadership Character:</b> exemplifying NZIC values

## 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 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 GCSB record keeping policy, standards, and procedures.

Employee: \_\_\_\_\_

Date: \_\_\_\_\_

Manager: \_\_\_\_\_

Date: \_\_\_\_\_