



## POSITION DESCRIPTION

### Service Centre Technician - Level 2 / Level 3

**Unit/Branch, Directorate:** Service Management, Technology Directorate

**Location:** Wellington

**Salary range:** Level 2: F \$58,500 - \$87,750  
Level 3: G \$68,316 - \$102,474

**Purpose of position:** The Service Centre Technician provides support and administration for the IT Systems and associated infrastructure.

The Service Centre provides the following functions in support of the IT infrastructure:

- IT Helpdesk (including Incident Management and Service Request Maintenance)
- User account management
- System administration, management and maintenance
- IT system monitoring and reporting
- Customer liaison and coordination with internal and external Agencies
- Change notification
- First level MS office productivity tools training; and
- NZSIS Communications Centre.

The Level 3 position also assists with developing and mentoring junior staff within the unit; and is recognised as a subject matter expert.

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

**Our values** are Respect, Commitment, Integrity and Courage

**Technology Directorate purpose:** Technology Directorate delivers technology for GCSB, NZSIS and the wider intelligence and security sector. The Directorate's purpose is to ensure that mission requirements are met today and in the future, targeting relevant strategic objectives. The Directorate's work encompasses engineering, data/information management, end-user support, software development, service delivery management, project management, provision of cryptographic infrastructure, and more. The Directorate operates in service and capability terms – e.g. attending to policy, process and implementation pre-requisites as much as pure technology or particular systems. The Directorate leads information management for GCSB, including in compliance terms.

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Key accountabilities	Deliverables/Outcomes
<p><b>IT Service Management</b></p> <ul style="list-style-type: none"> <li>• Take responsibility for all logged calls from the incident, change, event, service request and problem queues</li> <li>• Responsible for change notifications and that the change process is followed</li> <li>• All new applications are fully supported once transition to operational support is agreed</li> <li>• Proactive problem prevention and logging of identified problems</li> <li>• Update and maintain the knowledge base</li> </ul>	<ul style="list-style-type: none"> <li>• Jobs logged are resolved or workarounds implemented to the user's satisfaction and within the parameters of the Service Level Agreement (SLA), or escalated to the appropriate team</li> <li>• Calls or tasks allocated to other teams are managed to resolution and within the SLA</li> <li>• Ensured the consistent use of the change process across Technology Directorate, and that all notifications are issued in a timely manner</li> <li>• Contributed to a successful transition to operation process through training, SOP development, knowledge base articles and project representation, including SPRINTs</li> <li>• A problem call is well documented, updated and resolved</li> </ul>
<p><b>Account Management</b></p> <ul style="list-style-type: none"> <li>• Support of a specialised, secure interagency domain, coordinating Moves Additions and Changes (MACs) in Active Directory</li> <li>• Configuring Active Directory and Outlook Web Access accounts, testing and troubleshooting</li> <li>• Creating the corresponding Active Directory Contacts to allow GCSB NZICNET and 5EE domain email flow</li> <li>• End Product Report flow troubleshooting</li> <li>• Network/Encryption connectivity troubleshooting</li> </ul>	<ul style="list-style-type: none"> <li>• Agency users are able to perform their duties via the infrastructure we support</li> <li>• New agency users can access the utilities requested when they start</li> <li>• Test exercises performed are successful at the communication level we support</li> <li>• Agencies can view the reports published when required</li> <li>• No inappropriate access granted, or access without authorisation</li> </ul>
<p><b>Communication Centre Operations</b></p> <ul style="list-style-type: none"> <li>• Manage the transfer and release of all international written communications for the NZSIS</li> </ul>	<ul style="list-style-type: none"> <li>• Transfer of the international correspondence is timely and delivered to the correct recipients</li> <li>• Outgoing correspondence is checked to ensure that they are classified</li> <li>• Documents have release markings appropriate for the destination</li> <li>• Supports the organisation during emergencies and operations</li> </ul>
<p><b>Manage Accord Mobile Phones</b></p> <ul style="list-style-type: none"> <li>• Purchase and distribute new phones as required</li> <li>• Maintain the list of staff who have mobile phones and cancel phones when they are no longer needed</li> </ul>	<ul style="list-style-type: none"> <li>• The purchase of new phones and SIM cards follows agreed process</li> <li>• Mobile phones are accurately distributed and such assets are tracked</li> <li>• Assistance is provided to staff experiencing</li> </ul>

<ul style="list-style-type: none"> <li>• Reconcile phone invoices</li> <li>• Provide first level support for mobile phones</li> </ul>	<p>difficulty with their mobile phones</p> <ul style="list-style-type: none"> <li>• Mobile phone invoices are reconciled and checked to agreed standards</li> <li>• Mobile phone SIM cards are cancelled according to standard procedures</li> </ul>
<p><b>System monitoring including Data Centre and the SAN</b></p> <ul style="list-style-type: none"> <li>• Responsible for managing all IT monitoring, alerting and reporting</li> <li>• Relationship with vendor support and meeting vendor requirement</li> </ul>	<ul style="list-style-type: none"> <li>• Minimise the level of false alerts, and that all critical and warning alerts are relevantly diagnosed and actioned</li> <li>• Event logs are analysed, where appropriate</li> <li>• Backup processes are followed</li> <li>• External vendors when appropriate, are advised</li> <li>• Work with Intelligence Directorate for continuous 24/7 monitoring and alerting</li> </ul>
<p><b>Support and Administration of Specialist Applications</b></p> <ul style="list-style-type: none"> <li>• Maintaining and troubleshooting systems or specialist tools that are outside of the standard set of corporate applications</li> </ul>	<ul style="list-style-type: none"> <li>• Expert knowledge across non-standard systems or applications</li> <li>• Development of knowledge base articles</li> <li>• Functions and processes are available and functioning correctly</li> </ul>
<p><b>Level 2 - VMWare Support</b></p> <ul style="list-style-type: none"> <li>• Utilising VMWare View Client tools to manage sessions and Virtual PC's</li> <li>• Utilising VMWare Infrastructure Client tools to troubleshoot production hosts</li> <li>• Utilising VSphere to manage data store pools maintenance</li> </ul>	<ul style="list-style-type: none"> <li>• Users can connect to their internal and external sessions satisfactorily</li> <li>• Identified loss of service issues remedied promptly and services restored within the parameters of the SLA</li> <li>• VMWare skills continually being enhanced</li> </ul>
<p><b>Level 2 - Mentoring and subject matter leadership</b></p> <ul style="list-style-type: none"> <li>• Plays a role in the training and mentoring of new staff, and building and developing the skills of colleagues</li> <li>• Being recognised as a subject matter expert and being able to speak authoritatively to any audience on a range of subjects within area of responsibility</li> <li>• Promoting information sharing</li> <li>• Advising the supervisor and/or manager on the performance of less experienced staff within the team</li> </ul>	<ul style="list-style-type: none"> <li>• Facilitates formal and informal mentoring for colleagues, including in some cases, supervisors and managers</li> <li>• The Team Leader, Service Centre is aware of the development needs for less experienced staff</li> <li>• Is acknowledged as an expert resource in area(s) of expertise</li> <li>• Represents the GCSB and NZSIS at conferences or working groups as required</li> <li>• Leads project teams, and ensures that objectives are completed within agreed timeframes</li> <li>• Is called on for, and makes active contributions to, business planning up to Directorate level in area of expertise</li> <li>• Demonstrates strategic foresight in relation to area of expertise</li> </ul>
<p><b>Level 3 - Subject Matter Leadership</b></p>	

<ul style="list-style-type: none"> <li>• Being recognised as a subject matter expert and being able to speak authoritatively to any audience on a range of subjects within area of responsibility</li> <li>• Promoting and leading information sharing</li> <li>• Leading projects in area of subject matter expertise</li> <li>• Contributes to business planning at section, unit and/or directorate level</li> <li>• Advising the supervisor and/or manager on the performance of less experienced staff within the team</li> <li>• Undertaking unique research in areas of technological significance to the GCSB and NZSIS</li> <li>• Participates in staff recruitment as an SME</li> </ul>	<ul style="list-style-type: none"> <li>• Acts as primary adviser on matters relating to field of expertise internally and/or externally</li> <li>• Is acknowledged as an expert resource in area(s) of expertise</li> <li>• Represents the GCSB and NZSIS at conferences or working groups as required</li> <li>• Leads project teams, and ensures that objectives are completed within agreed timeframes</li> <li>• Is called on for, and makes active contributions to, business planning up to directorate level in area of expertise</li> <li>• Demonstrates strategic foresight in relation to area of expertise</li> <li>• Recognised as a community asset in their area of expertise</li> <li>• Recognised as a credible representative for the GCSB and NZSIS at technical FVEY conferences</li> </ul>
<p><b>Level 3 - Professional Leadership</b></p> <ul style="list-style-type: none"> <li>• Central role in developing and mentoring junior Service Centre staff</li> <li>• Identifying areas for development, including training, that would benefit the individual and/or GCSB/NZSIS</li> <li>• Working with the Team Leader to effectively lead, develop and manage employees and positively influence their progress towards achieving successful results</li> <li>• Demonstrating the GCSB values and acting as a role model</li> <li>• Supporting team members in achieving objectives, identifying development opportunities, and identifying areas for improvement in a positive constructive manner</li> <li>• Assisting the Team Leader, Service Centre with ensuring that the induction of new staff to the team is a positive experience</li> </ul>	<ul style="list-style-type: none"> <li>• Staff understand their career objectives and the pathway to realising these</li> <li>• Staff are progressing through the career framework with barriers to advancement addressed</li> <li>• Facilitates formal and informal mentoring for colleagues, including in some cases, supervisors and managers</li> <li>• The Manger and/or Supervisor is aware of the development needs for less experienced staff</li> <li>• Is a valued participant in staff recruitment</li> <li>• Staff have clear objectives and received regular constructive feedback</li> <li>• Staff understand their contribution to the GCSB, NZSIS and Unit/Directorate business plans</li> <li>• The Team Leader, Service Centre receives valued input to the Performance Development Review process</li> <li>• Employee training development plans are up to date and relevant to their progression through the competency and progression frameworks</li> </ul>
<p>Other duties</p>	<p>Any other duties that fall within the scope of the position</p>

**Position delegation**

Financial delegation:	None
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Key stakeholders	
Internal:	<ul style="list-style-type: none"> <li>• Technology Directorate staff</li> <li>• GCSB and NZSIS employees at all levels</li> </ul>
External:	<ul style="list-style-type: none"> <li>• Counterparts within the wider New Zealand Intelligence Community and central government agencies, as required</li> <li>• Other partner intelligence agencies as required</li> <li>• Contractors and vendors</li> </ul>

Person Specification	
Experience:	<ul style="list-style-type: none"> <li>• Experience in an IT service management role <ul style="list-style-type: none"> <li>○ Desirable <ul style="list-style-type: none"> <li>Level 2 - 3 years' experience</li> <li>Level 3 - 5 years' experience</li> </ul> </li> </ul> </li> <li>• Demonstrated experience in system administration of either Windows or Unix-based systems</li> </ul>
Knowledge and Skills:	<ul style="list-style-type: none"> <li>• Demonstrate a practical and robust trouble shooting philosophy</li> <li>• Results oriented and demonstrable commitment to perform</li> <li>• Demonstrate sound judgment, tact and integrity in dealing with sensitive issues</li> <li>• Self-motivated with excellent planning and organisational skills; and the ability to prioritise tasks to meet deadlines and effectively manage changing priorities</li> <li>• Excellent interpersonal skills with the ability to liaise confidently and professionally with a diverse range of people</li> <li>• Professional customer orientation with a strong commitment to providing a high standard of customer service</li> <li>• A high level of accuracy and attention to detail</li> <li>• Agile, adaptable and flexible</li> <li>• Good written and oral communication skills, with the ability to listen and correctly interpret instructions</li> <li>• Proven ability to work independently using sound judgement and initiative; and collectively within a team environment</li> </ul>

Qualifications and Courses:	<ul style="list-style-type: none"> <li>• Microsoft Certified Professional (MCP)</li> <li>• NZQA Level 4 or higher Diploma in Computing</li> <li>• Microsoft Certified Systems Administrator (MCSA) (desirable)</li> <li>• Comptia A+ Certification (for Level 3 position)</li> </ul>
Specific Job Requirements:	<ul style="list-style-type: none"> <li>• Ability to obtain and maintain a TSS security clearance</li> </ul>

## 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 Information Engineering 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: July 2018

Signatures		
Manager's Name		
Signature		Date:

Employee's Name		
Signature		Date: