



POSITION DESCRIPTION

Service Centre Technician

Unit/Branch, Directorate: Infrastructure and Capability Group

Location: Wellington

Direct reports: Nil

Salary range: F \$56,628 - \$84,941

Purpose of position:

The position provides support and administration for the IT Systems and associated infrastructure. This includes all systems supporting operational data processing, the desktop environment, monitoring the health of IT systems, supporting Corporate Services' applications, deployed and local agency domains and any other specific application software.

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

Our values are Respect, Commitment, Integrity and Courage.

ICT Capability Directorate purpose: The ICT Capability Directorate partners with operational Directorates in GCSB, NZSIS and the wider sector to deliver and operate technology solutions. It provides vision, leadership, and governance of the overall ICT strategy, ensuring alignment with the GCSB and NZSIS strategies and investment plans.



| Key accountabilities | Deliverables/Outcomes |
|---|---|
| <p>IT Service Management</p> <ul style="list-style-type: none"> • Take responsibility for all logged calls from the incident, service request and problem queues. Actions are: <ul style="list-style-type: none"> ○ Take action ○ Resolve ○ Allocate ○ Follow-up • Responsible for change notifications and that the change process is followed • All new applications are fully supported once transition to operational support is agreed • Proactive problem prevention and logging of identified problems | <ul style="list-style-type: none"> • 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 • Calls or tasks allocated to other teams are managed to resolution and within the SLA • Ensure the consistent use of the change process across Capability, and that all notifications including internal notifications are issued in a timely manner • Contributed to a successful transition to operation process through training, SOP development, knowledge base articles and project representation including SPRINTs • A problem call is well documented, updated and resolved |
| <p>Account Management</p> <ul style="list-style-type: none"> • Support of a specialised, secure interagency domain, coordinating MACs (Moves, Additions and Changes) in Active Directory • Configuring Active Directory and Outlook Web Access accounts, testing and troubleshooting • Creating the corresponding Active Directory Contacts to allow domain Email flow • End Product Report flow troubleshooting • Network\Encryption connectivity trouble shooting | <ul style="list-style-type: none"> • Agency users are able to perform their duties via the infrastructure we support • New agency users can access the utilities requested when they start • Test exercises performed are successful at the communication level we support • Agencies can view the reports published when required • No inappropriate access granted, or access without authorisation |
| <p>System monitoring including Data Centre and the SAN</p> <ul style="list-style-type: none"> • Responsible for managing all IT monitoring, alerting and reporting • Relationship with vendor support and meeting vendor requirement | <ul style="list-style-type: none"> • Minimise the level of false alerts, and that all critical and warning alerts are relevant, diagnosed and actioned • Event logs where appropriate are analysed • Backup processes are followed • External vendors where appropriate are advised • Work with Intelligence Directorate for continuous 24/7 monitoring and alerting |
| <p>VMWARE support</p> <ul style="list-style-type: none"> • Utilising VMWare View Client tools to manage sessions and Virtual PC's • Utilising VMWare Infrastructure Client tools to troubleshoot production hosts | <ul style="list-style-type: none"> • Users can connect to their internal and external sessions satisfactorily • Identified loss of service issues remedied promptly and services restored within the |

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| <ul style="list-style-type: none"> Utilising VSphere to manage data store pools maintenance | <p>parameters of the SLA</p> <ul style="list-style-type: none"> VMWARE skills continually being enhanced |
| <p>Support and Administration of Specialist Applications</p> <ul style="list-style-type: none"> Maintaining and troubleshooting systems or specialist tools that are outside of the standard set of corporate applications | <ul style="list-style-type: none"> Expert knowledge across non-standard systems or applications Development of knowledge base articles Functions and processes are available and functioning correctly |
| <p>Mentoring and subject matter leadership</p> <ul style="list-style-type: none"> Plays a key role in the training and mentoring of new staff, and building and developing the skills of colleagues Provides structure, direction and feedback. Identifies and facilitates opportunities for development, including training, for less experienced colleagues 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 Promoting and leading information sharing Leading projects in area of subject matter expertise Contributes to business planning at section, unit and/or directorate level Advising the supervisor and or manager on the performance of less experienced staff within the team | <ul style="list-style-type: none"> Facilitates formal and informal mentoring for colleagues including in some cases supervisors and managers The Manager and or Supervisor is aware of the development needs for less experienced staff Acts as primary adviser on matters relating to field of expertise internally and/or externally Is acknowledged as an expert resource in area(s) of expertise Represents the Bureau at conferences or working groups as required Leads project teams, and ensures that objectives completed within agreed timeframes Is called on for, and makes active contribution to, business planning up to directorate level on area of expertise Demonstrates strategic foresight in relation to area of expertise |
| <p>Health and safety (for self)</p> <ul style="list-style-type: none"> Work safely and take responsibility for keeping self and colleagues free from harm Report all incidents and hazards promptly Know what to do in the event of an emergency Cooperate in implementing return to work plans Be a visible role model at all times Follow GCSB'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 |
| <p>Other duties</p> | <p>Any other duties that fall within the scope of the position</p> |

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| Position delegation | |
|-----------------------|------|
| Financial delegation: | None |

| Key stakeholders | |
|------------------|--|
| Internal: | <ul style="list-style-type: none"> • Capability Directorate • Bureau employees at all levels |
| External: | <ul style="list-style-type: none"> • NZ Intelligence Community • Liaison staff • External partners • Contractors and vendors |

| Person Specification | |
|-----------------------------|---|
| Experience: | <ul style="list-style-type: none"> • Experience in system administration of either Windows or Unix-based systems |
| Knowledge and Skills: | <ul style="list-style-type: none"> • Demonstrate a practical and robust trouble shooting philosophy • A strong customer service ethic • Results oriented and demonstrable commitment to perform • Be enthusiastic and cheerful • Excellent communication and interpersonal skills • The ability to be self-motivated, flexible and a team player • An ability and desire to learn new and sometimes complex skills • Demonstrate sound judgment, tact and integrity in dealing with sensitive issues • Excellent organisational skills and the ability to prioritise and work to deadlines • Display initiative and self-confidence |
| Qualifications and Courses: | <ul style="list-style-type: none"> • Microsoft Certified Professional (MCP) • NZQA Level 4 or higher Diploma in Computing • Microsoft Certified Systems Administrator (MCSA), is desirable |
| Specific Job Requirements: | Ability to obtain and maintain a TSS security clearance |

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: 30/05/2018

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