



POSITION DESCRIPTION

NCSC SERVICE DELIVERY MANAGER

Unit/Branch, Directorate: Cyber Security Operations
Information Assurance and Cyber Security Directorate

Location: Wellington

Direct reports: Nil

Salary range: I \$90,366 - \$135,548

Purpose of position:

The Service Delivery Manager is responsible for ensuring the consistent and effective delivery of National Cyber Security Centre (NCSC) Services to our customers.

The Service Delivery Manager ensures IT service management processes are implemented and followed enabling the successful delivery of Computer Network Defence (CND) services. This position also works to manage customer relationships and services, as well as working with a team of expert engineers to maintain and enhance our ability to detect, discover, analyse and report sophisticated threats to the security of New Zealand's most significant information assets.

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

Our values are Respect, Commitment, Integrity and Courage.

Information Assurance and Cyber Security Directorate purpose: The IAC Directorate contributes to the national security of New Zealand by providing technical advice and assistance to Government and organisations with significant national information infrastructures to enable them to protect their information from advanced technology-borne threats. To achieve this, the Directorate provides technical security inspections; high-grade encryption services; information assurance policy and advice; regulation of telecommunications & space activities; and high-end cyber security services to detect and respond to such threats.



Key accountabilities	Deliverables/Outcomes
<p><u>Access Management</u></p> <ul style="list-style-type: none"> • Access Relevance – ensuring that the position of our accesses are maintained and we are receiving the right information to undertake our CND functions • Availability – our accesses and dependant infrastructure and networks are highly available to ensure the on-going delivery of NCSC services to our customers • Communication – communicating with internal and external stakeholders to ensure a clear understanding of NCSC Accesses and Service Delivery 	<ul style="list-style-type: none"> • Our capabilities are positioned in the best possible location to ensure the on-going effective delivery of services to our customers • We can rely on our accesses to be robust and available when needed to deliver our services to customers • Our customers clearly understand the services we provide, our obligations to them and what we require from them to maintain those services • We know the right people to talk to in our customer’s organisations and their partners and are able to contact someone quickly to manage issues
<p><u>Service Management</u></p> <ul style="list-style-type: none"> • Incident/Problem Management – co-ordinating and managing incidents or problems with NCSC systems and accesses • Change Management – co-ordinating and managing changes to NCSC systems and accesses. This includes customer on-boarding • Availability and Capacity Management – understanding the availability and capacity limitations of our systems to ensure that we are able to maintain operations • Compliance Management – working to support NCSC Engineering Team Leads in managing our legislative and policy compliance requirements and incidents • Continual Service Improvement – collecting knowledge of industry changes (technology, processes and threats) as well as lessons learnt from accesses as well as system and service operations to ensure continual service improvement 	<ul style="list-style-type: none"> • Is recognised by customers as the point of escalation for service issues and improvement opportunities • NCSC has well understood and effectively executed processes for managing service incidents and problems. We are able to effectively and efficiently identify and remediate service issues and problems • System changes happen in a planned and deliberate approach minimising risks that could affect the on-going delivery of NCSC systems and services • NCSC Systems and services are highly available and we maintain sufficient capacity to grow and evolve in accordance with business priorities • Compliance issues are minimised and managed expeditiously to closure • Accesses, systems and services are continually evolve to meet the needs of NCSC and our customers • Issue and change implementation registers and plans are developed and maintained to ensure systems and services are resolved and/or implemented with minimal disruption to customers and users • Actively monitors the performance of services provided by NCSC to customers and provides structured and detailed reports, as agreed • Acts as the voice of the customer in

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	<p>projects, assisting in identifying customer requirements and providing assurance over quality of delivery</p> <ul style="list-style-type: none"> • Co-ordinate structured and comprehensive audits of systems and processes are conducted, with reports on audit outcomes delivered within agreed timeframes
<p><u>Customer and Partner Engagement</u></p> <ul style="list-style-type: none"> • Work with Developers, Analysts and Engineers to manage and deliver required service changes and the on-going delivery • Working closely with NCSC customers to maintain expected levels of service • Actively participate in community and industry forums, meetings and conferences • Provide service delivery assistance to other NCSC and GCSB colleagues to enable the enhancement of business and process • Maintain an awareness of information security and general IT industry trends and developments 	<ul style="list-style-type: none"> • Customers understand the services NCSC provides and have confidence and comfort in our delivery of those services • Engagement with relevant service providers is maintained to ensure the on-going effectiveness of NCSC services • Productive and enduring relationships are formed with domestic and international partners • The technical capability of individuals within the NCSC is understood and valued across the Engineering, Developer and security community • The Service Delivery Manager maintains awareness of current cyber security issues and technological trends • Monitors the effectiveness of customer relationships using a range of appropriate measures and processes, including stakeholder feedback
<p><u>Policy, Process and Reporting</u></p> <ul style="list-style-type: none"> • Policy and Process – Work with the Unit Managers and Team Leaders to ensure that service management processes and policies are developed and understood by NCSC staff • Reporting - Support the Unit Managers and Team Leaders in developing relevant metrics and timely reporting on those metrics to demonstrate the current status of NCSC systems and accesses • NCSC Service Management Framework – support the on-going development and maintenance of the NCSC Service Management framework 	<ul style="list-style-type: none"> • NCSC Engineering policies and processes are documented and updated to align with general principles of IT Service Management • Meaningful and timely reporting is generated to effectively communicate the status of systems and services to key NCSC stakeholders • Service Management framework provides a comprehensive set of processes and practices to that underpins the on-going delivery of services from NCSC • Works with all key stakeholders to identify continual improvement opportunities within the framework and monitor progress through to completion • Process or system changes are fully documented to the standard required

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<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>

Position delegation	
Financial delegation:	None

Key stakeholders	
Internal:	<ul style="list-style-type: none"> • NCSC Leadership Team • NCSC Outreach and Engagement • Capability Directorate
External:	<ul style="list-style-type: none"> • NCSC Customers • NCSC Service Providers • Counterparts within the wider New Zealand Intelligence Community and central government agencies, as required • Other partner intelligence agencies as required

Person Specification	
Experience:	<ul style="list-style-type: none"> • Three years' experience in a IT Service Management role processes (such as Change Management, Incident Management, Configuration Management and SDLC) • Experience in a Project Management, Service Delivery, Account or Business Management role • Experience of defining and implementing processes and procedures • Knowledge of DevOps practices and Agile project delivery methodologies • Proven ability to learn about a wide variety

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	<p>of technologies</p> <ul style="list-style-type: none"> • Understanding of system architecture, design and implementation principles • Ability to build relationships with customers and stakeholders at all levels
<p>Knowledge and Skills:</p>	<ul style="list-style-type: none"> • Working knowledge of project management methodologies (e.g. Agile, Waterfall) • An understanding of DevOps practices • Knowledge and skills in Information Security • Broad knowledge of ICT environments, business practices and systems • A good understanding of IT Governance concepts and practices • Excellent negotiation and conflict management skills • Possession of highly developed conceptual and analytical skills and experience in developing and implementing workable solutions to ambiguous and complex problems • Ability to identify risks and effective mitigation and consistently use sound judgement on key issues using the best evidence available • Superior communication skills, both written and oral, and the ability to authoritatively and tactfully represent viewpoints when engaging with customers • Excellent interpersonal skills with an ability to liaise and collaborate effectively at all levels of the organisation and an ability to build and maintain strategic relationships • Sound judgement, flexibility and a sense of teamwork in a demanding and unpredictable work environment, which can involve urgent problem resolution • Attention to detail and a commitment to accuracy and excellence
<p>Qualifications and Courses:</p>	<ul style="list-style-type: none"> • Tertiary degree in Information Technology or equivalent experience • Professional IT Service Management certification(s), e.g. ITIL • Project Management framework qualifications • InfoSec Related Certifications (COBIT, SANS,

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	ISC2, ISCA)
Specific Job Requirements:	<ul style="list-style-type: none">• 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.

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: 23/07/2018

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