

## STAFF-IN-CONFIDENCE



GOVERNMENT  
COMMUNICATIONS  
SECURITY BUREAU  
TE TIRA TIAKI

## POSITION DESCRIPTION

### Team Leader, Engineering Infrastructure

<b>Unit/Branch, Directorate:</b>	Engineering Southern, Technology Directorate
<b>Location:</b>	Waihopai
<b>Reporting to:</b>	Unit Manager, Engineering Southern
<b>Direct reports:</b>	Cryptologic Engineers Cryptologic Technicians
<b>Salary range:</b>	I \$90,366 - \$135,548

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**Purpose of position:** The Team Leader, Engineering Infrastructure is responsible for leading, developing and managing the staff that delivers infrastructure installation and maintenance to support the running of the Waihopai site and the systems it hosts. This includes ICT, security, electrical, network and cooling systems. They lead the staff that maintain, support and engineer these systems.

This position liaises closely with the teams across the Directorate to ensure fit-for-purpose systems are delivered for Technology Directorate customers.

The Team Leader, Engineering Infrastructure also operates as a technical lead and subject matter expert in providing end to end engineering advice and support in respect of one or more areas of technical tradecraft or systems, services or networks.

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

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

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**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>People leadership and management</b></p>	<ul style="list-style-type: none"> <li>Efficient and secure delivery of all activities undertaken in pursuit of GCSB and NZSIS objectives</li> <li>Ensure team members understand the requirements of their work, and are equipped with tools and training required for successful performance and effective decision making</li> <li>The team works collaboratively and co-ordinates effectively with other GCSB and/or NZSIS teams and partner agencies</li> <li>Effectively lead, develop, coach and manage employees and positively influence their progress towards successful results</li> <li>All team members have meaningful development plans and receive regular feedback on progress</li> <li>Employee issues (including non-performance) are successfully addressed</li> <li>Personal development opportunities are identified and pursued with team staff</li> <li>Effectively manage workloads to ensure they are equitable and appropriate to individual skill sets and levels</li> <li>Ensure new staff are welcomed into the team and a complete and comprehensive induction is undertaken</li> <li>Model the principles of security and GCSB Values in all aspects of work</li> <li>Commitment to exploring opportunities for continuous improvement</li> </ul>
<p><b>Technical Leadership</b></p> <ul style="list-style-type: none"> <li>Liaison with Principal Engineers and other technical leads across the Directorate, the wider GCSB, NZSIS and wider sector to ensure strong technical solutions are delivered</li> <li>Liaison with partner Technical Leaders to ensure that Directorate systems are interoperable and future proofed</li> <li>In conjunction with Principal Engineers, maintain oversight of technical development for the team</li> <li>Contributing to infrastructure engineering tradecraft and institutional knowledge</li> <li>Proactive research and assessment of the</li> </ul>	<ul style="list-style-type: none"> <li>Technical capabilities delivered by the team meet non-functional and functional requirements</li> <li>Technology risk in projects and for production systems is minimised</li> <li>Technologies developed meet enterprise requirements</li> <li>New 'first of' technical capability refinements are forecast and implemented in an approved and risk-managed manner</li> <li>Knowledge across the team is documented and effectively transferred to the GCSB and NZSIS through system documentation, operating procedures and comprehensive</li> </ul>

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<p>potential benefits and/or impact of new developments in the Intelligence Community and commercial technology relevant to the agreed business outcomes</p> <ul style="list-style-type: none"> <li>• Providing technical advice and guidance to other capability development units and staff members on the integration of capabilities and end-to-end system performance</li> </ul>	<p>technical reports</p>
<p><b>End to End Infrastructure Engineering and System Support</b></p> <ul style="list-style-type: none"> <li>• Being a GCSB/NZSIS subject matter expert for assigned systems and technology</li> <li>• Ensuring infrastructure services in production are supported to the service levels agreed with customers</li> <li>• Leading infrastructure and system design and implementation for Directorate business systems through the application of technology and tradecraft</li> </ul>	<ul style="list-style-type: none"> <li>• A stable build of capability within nominated lead area is maintained and available for deployment as required</li> <li>• Service Level Agreements (SLA) for support and system uptime are met</li> <li>• Infrastructure is installed and maintained to the agreed standard</li> <li>• Capability, processes, designs and engineering tradecraft are aligned with business requirements and continually improved</li> </ul>
<p><b>Project Implementation</b></p> <ul style="list-style-type: none"> <li>• Implementing projects to the necessary standard using an approved methodology</li> <li>• Contributing expertise to wider GCSB and NZSIS projects as required</li> </ul>	<ul style="list-style-type: none"> <li>• Projects deliverables are implemented according to best practices with handover successfully transitioned to the customer, to their satisfaction</li> <li>• Training and lifecycle support mechanisms are in place</li> </ul>
<p><b>Technical Design and Documentation</b></p> <ul style="list-style-type: none"> <li>• QA of system design and architecture specifications</li> <li>• Supporting credible engagement with manufacturers, suppliers and service providers as required</li> <li>• Providing technical advice to counterparts in the sector</li> <li>• Ensuring system documentation is prepared and maintained to a suitable standard for certification and accreditation</li> </ul>	<ul style="list-style-type: none"> <li>• Complex technology is implemented across the sector maximising the desired business benefit with minimal adverse unintended consequences, and in accordance with approved architectural principles</li> <li>• Customers and counterparts value the business benefits derived from the delivered capabilities</li> <li>• The technical credibility of the GCSB and NZSIS is enhanced through engagement with the wider sector and other partner agencies</li> <li>• Systems are documented to the required standard for certification</li> <li>• Documentation is maintained at the necessary detail and accuracy to contribute to lifecycle support</li> </ul>

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<p><b>Health and safety (for self)</b></p> <ul style="list-style-type: none"> <li>• Work safely and take responsibility for keeping self and colleagues free from harm</li> <li>• Report all incidents and hazards promptly</li> <li>• Know what to do in the event of an emergency</li> <li>• Cooperate in implementing return to work plans</li> <li>• Be a <b>visible</b> role model at all times</li> <li>• <b>Follow</b> GCSB's safety rules and procedures</li> </ul> <p><b>Health and safety (for team):</b></p> <ul style="list-style-type: none"> <li>• Inform, train and equip staff to carry out their work safely</li> <li>• Ensure prompt and accurate reporting and investigation of all workplace incidents and injuries</li> <li>• Assess all hazards promptly and ensure they are managed</li> </ul>	<ul style="list-style-type: none"> <li>• A safe and healthy workplace for all people using our sites as a place of work</li> <li>• All requirements in the NZIC Health and Safety policy and procedures are met</li> </ul>
<p><b>Information and Data Management</b></p> <ul style="list-style-type: none"> <li>• Understand and comply with requirements to keep full and accurate records</li> <li>• Understand and comply with requirements to appropriately access and handle intelligence reporting and data</li> <li>• Follow GCSB's and NZSIS' rules and procedures for information management and handling</li> </ul>	<ul style="list-style-type: none"> <li>• The Agencies requirements for evidence of their activities and decisions are met</li> <li>• Access to, use of and sharing of information and data is managed appropriately in line with legal and business requirements</li> </ul>
<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:

- Unit Managers, Engineering Northern and Southern
- Team Leaders within Technology Directorate
- Cryptologic Engineers
- Cryptologic Technicians
- Unit Manager, Service Management
- Service Centre Technicians
- Infrastructure Technicians
- Intelligence Directorate staff

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	<ul style="list-style-type: none"> <li>• Information Assurance and Cyber Security Directorate staff</li> <li>• Intelligence Community Shared Services staff</li> <li>• Technology Investment Committee</li> <li>• Technical Standards Authority</li> <li>• Development and Integration Unit staff</li> </ul>
External:	<ul style="list-style-type: none"> <li>• Vendors and Industry Partners</li> <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>• Telecommunications Service Providers</li> </ul>

Person Specification	
Experience:	<ul style="list-style-type: none"> <li>• 10 years relevant experience in Computing, Information Technology, Electrical or Telecommunications, including a minimum of 7 years as a Cryptologic Engineer or equivalent technical role</li> <li>• Experience in managing and motivating high performing technical teams</li> <li>• Proven development experience of infrastructure solutions (desirable)</li> </ul>
Knowledge and Skills:	<ul style="list-style-type: none"> <li>• Excellent written and oral communication skills</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>• Proven ability to work independently using sound judgement and initiative; and collectively within a team environment</li> <li>• Computer programming skills e.g. C/C++, Java, Python, scripting languages (desirable)</li> <li>• Successful project management of civil/mechanical/electrical and/or</li> </ul>

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	<p>information technology engineering projects (desirable)</p> <ul style="list-style-type: none"><li>• Understanding of service management frameworks, such as ITIL (desirable)</li></ul>
Qualifications and Courses:	<ul style="list-style-type: none"><li>• Tertiary degree in computer science or engineering majoring in telecommunications or electronics or equivalent (e.g. NZCE with relevant work experience)</li><li>• A post-graduate qualification in engineering (desirable)</li><li>• Registration as a professional engineer (desirable)</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 Frontline Leader 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		
Managers Name		
Signature		Date:

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Employee's Name		
Signature		Date:

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