



New Zealand Intelligence Community

Te Rōpū Pārongo Tārehu o Aotearoa

nzic.govt.nz

Position Description



Technical Writer

Position purpose:	This role is responsible for supporting the development and sustainment of a range of ICT capabilities. The role includes activities across a range of technology fields including automation, virtualisation, networking, storage, compute and security.
Directorate overview:	<p>The core activities of the Intelligence Directorate are the planning and conduct of GCSB intelligence collection, processing, production, and distribution in accordance with agreed Government policy and requirements, and the overall coordination of New Zealand operational intelligence assets to meet national requirements.</p> <p>The Directorate is also responsible for providing support to military operations, support to other agencies under section 13 of the Intelligence and Security Act and the operation of a 24x7 intelligence watch and warn service for the NZ Government.</p>
Business unit overview:	<p>The unit is responsible for:</p> <ul style="list-style-type: none"> • Developing and supporting complex ICT capabilities across a range of technical disciplines; • Research and development of infrastructure capabilities to support GCSB activities; and • Support as required to other directorates within GCSB, particularly with regards to specialist knowledge and expertise.

GCSB mission and values

Our mission

Protecting and Enhancing New Zealand's Security and Wellbeing.

Our values

Respect, Commitment, Integrity, Courage.

Objectives

The position of Technical Writer encompasses the following major functions and objectives:

- Production of high quality documentation including technical, business, strategic, project and user artefacts in-line with legislative, statutory and business requirements;
- Providing technical leadership, both within the unit and more widely in GCSB, the NZIC and wider relationships, as a Subject Matter Expert;
- Applying engineering methodologies to capability development and sustainment;
- Documentation repository curator;
- Mentoring new team members; and
- Liaison with internal and external partners.

The requirements in the above objectives are broadly identified below:

Jobholder is accountable for:

Jobholder is successful when:

Production of High Quality Documentation

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| <ul style="list-style-type: none"> • Leading the development and maintenance of technical, business, strategic, project and user artefacts in-line with legislative, statutory and business requirements. This includes the development of artefacts to support Bureau processes such as capital and operating expenditure. • Leading the development of artefacts for use by stakeholders and users of the units' capabilities. This will range from technically detailed documents for use with and by technical specialists through to abstracted high level artefacts in support of strategic planning. • Undertake complex documentation development activities in the unit's functional areas. In particular, taking the lead in identifying opportunities for improvements in this area. • Developing policies, procedures, practices, standards, guidelines and templates for documentation and other relevant business processes. • Promoting documentation best practice amongst staff to ensure the capture of information and enabling efficient business and technical practices. • Assisting management and staff to define and capture their knowledge, including editing and proofing documentation. • Undertaking quality assurance activities to maintain documentation standards. This includes efforts to maintain continuity of style of content. | <ul style="list-style-type: none"> • Documentation is developed and maintained to a high standard of quality. • GCSB staff actively seek out and value the advice of the Technical Writer. • Information, its status and relationship to other information, can be discovered easily. |
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- Assisting engineering staff with the drafting of technical documentation including creating diagrams of technical material.
- Maintaining an awareness of wider governance processes and contributing to fulfilling them.

Providing technical leadership, both within the unit and more widely as a Subject Matter Expert

- Providing specialist subject matter expertise in technical writing and more generally in the development, storage and maintenance of the units' technical information holdings.
 - Working with other subject matter experts to solve operational use cases.
 - Mentoring and training staff.
 - Researching new developments in technology including their potential benefits and ability for integration in to the unit.
 - Being an advocate for innovation within the NZIC.
 - Representing unit interests in wider engagement within the organisation and external parties.
 - Development, and implementation of standards, particularly related to technical documentation.
 - With the agreement and support of the manager, developing an area of subject expertise that is beneficial to the Bureau and in professional development.
 - Demonstrating the Bureau values and acting as a role model.
 - Managing their own time and workload; Is punctual and demonstrates a strong work ethic.
 - Participating in planning & policy development team activities as required.
 - The jobholder is gaining expertise in areas of benefit to the Bureau and their personal staff development.
 - Research is relevant, builds on corporate and personal knowledge and can be applied to business improvement.
 - Personal training development plans are up to date and relevant to their progression within their career stream.
 - The jobholder clearly demonstrates Bureau values.
 - The jobholder understands their contribution to the GCSB & Unit/ Directorate business plans.
 - The jobholder is a valued and productive member of the team.
 - Continued improvement and innovation in the unit.
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Applying engineering methodologies to capability development and sustainment

- Selection and application of appropriate engineering and development methodologies to the development and sustainment of the capability. Including, but not limited to, the following aspects: requirements analysis, high level and detailed designs, prototyping, development, testing, integration, documentation, feedback and providing training.
- 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.

Documentation repository curator

- Managing updates and revisions of content.
- Managing the repositories including roles and permissions.
- Ensuring that repositories are configured and maintained effectively including identifying and implementing additional opportunities available through these platforms.
- Providing guidance and advice to users of the repositories.
- Repositories are available and a valuable resource.

Liaison with internal and external partners

- Liaison with commercial suppliers, vendors and other parties as required.
 - Representing and advocating for GCSB in a range of domestic and international fora.
 - Feedback provided on GCSB input into fora is positive.
 - Developed capability is capable, high value and timely.
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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:

- Bachelor's Degree in Information Technology, Computer Science, Engineering, Science or equivalent; or
- Equivalent relevant industry experience.

Desirable:

- Graduate level qualification in Information Management and/or Information Design or equivalent
 - Industry standard certification in project management, business analysis or technical authoring
 - Computer science, information systems or network and system administration industry certifications.
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Knowledge/experience

Essential:

- Is recognised as a senior practitioner (6-8 years of experience) in the capture, development and management of technical information
- Significant and relevant experience as a technical policy advisor/analyst, business advisor/analyst or related experience in a government, academic or large private sector organisation
- A working understanding of project management principles, processes and documentation
- Experience working competently with technical professionals across a range of disciplines
- Knowledge of high-level technical principles, particularly relating to systems and telecommunications engineering
- Demonstrated analytical abilities
- Highly effective communication skills and an ability to engage with people at all levels
- Experience using software critical to technical information management including the Atlassian suite of products (particularly Confluence and Jira). Demonstrated ability to understand and use new software tools and systems.
- Demonstrated competence in developing and undertaking information analysis to drive business process improvement
- Knowledge and expertise developing and maintaining training and user support processes and documentation
- An understanding of the operations of the New Zealand public sector, including project management practices and governance.

Desirable:

- Knowledge of Agile processes, particularly the development and management of their artefacts
 - Experience in project management and development methodologies for ICT capability development
 - Knowledge of the use and obligations associated with the NZISM
 - Experience administering the Atlassian suite of products, particularly Confluence and Jira.
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Personal attributes

- Be self-motivated, results focussed, innovative and able to work with minimal supervision.
- Be committed to undertaking high quality work.
- Display initiative and drive to ensure success of deliverables.
- Demonstrate the discretion required when working in a sensitive environment.
- Be able to accurately identify, analyse and resolve difficult problems.
- Be an effective written and oral communicator and committed to documentation standards.
- Proactively research and learn new knowledge and skills.
- Be committed to the adoption, implementation and evolution of business and technical processes to maintain effective capabilities.
- Ability to understand and translate complex information and issues.
- Ability to communicate with people with a diverse range of professional backgrounds.

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: _____