



New Zealand Intelligence Community
Te Rōpū Pārongo Tārehu o Aotearoa
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Position Description

GCSB Training and Outreach Specialist

Business unit:	Information Management Support Services
Position purpose:	The purpose of the role is to ensure staff can use information systems & applications effectively and appropriately. The Training & Outreach Specialist is responsible for assessing customer training and support requirements; developing training materials; and delivering training & support either through e-learning or in-person training.
Direct reports:	Nil
Financial delegation:	Nil
Directorate overview:	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 GCSB/NZSIS strategies and investment plans.
Business unit overview:	The Information Management Support Services team provides services and tools to ensure that GCSB maximises the value of its information assets and those assets are managed in compliance with relevant standards and legislation and with 3 rd Party expectations.
Remuneration indicator:	Band G
Date evaluated:	May 2018

GCSB mission and values

Our mission

Protecting and Enhancing New Zealand's Security and Wellbeing.

Our values

Respect, Commitment, Integrity, Courage.

Functional relationships

External contacts:

- NZ partner agency representatives
- NZ intelligence & security sector
- Vendor representatives

Internal contacts:

- Learning & Development staff
- Information Management Specialists
- Content & Collaboration Specialists
- ICT Directorate project managers, technical leads & Service Centre staff
- Customer engagement staff in other Directorates
- GCSB & NZSIS staff

Objectives

The position of Training & Outreach Specialist encompasses the following major functions or objectives:

- Develop training materials, e-learning modules and online help for new information services and applications.
- Work with ICT Capability Directorate teams and customers to develop training and roll-out plans for new information tools and applications.
- Deliver training in core information management systems to GCSB, NZSIS and other partner agencies.
- Establish and maintain effective relationships.

The requirements in the above objectives are broadly identified below:

Jobholder is accountable for:

Develop training materials for new information services and applications

- Sourcing or developing a range of high quality training materials and help for online users.
- Working with Learning & Development staff to develop and deliver e-learning modules through the Learning Management System.

Jobholder is successful when:

- Users have access to online training and help that enables them to use the information systems and tools we provide effectively.
- Users understand their obligations to manage information appropriately within those systems.

- Developing training courses and workshops that can be delivered in the classroom or one-on-one.
- Training and support material is up to date and delivered in a way that is appropriate for the user.

Work with ICT teams and customers to develop training and roll-out plans

- Liaising with project teams and customers to establish what training users will need for new applications and how this is best delivered.
- Working with project teams and customers to create on-boarding plans for each agency.
- Users have access to training in new systems that is tailored to their needs.
- Agencies can plan and prepare for the rollout on new technology.

Deliver training in core information management systems

- Managing the training programme for information management.
- Delivering training courses in core information systems with support from other IM staff.
- Training other staff to deliver courses.
- New staff receive training in the systems they will use within two weeks of starting.
- Training courses are tailored to the needs of the user and the content is up to date.
- Unit managers and HR staff have a point of contact for organising IM training and can track who has received training.

Establish and maintain effective relationships with customers

- Working with ICT Directorate staff to incorporate customer training and support requirements into the development of new tools, systems & technologies.
- Liaising with partner agency representatives to understand and keep up to date with their staff training and support needs.
- Liaising with NZIC Customer Relationship Officers to co-ordinate the various customer support programmes.
- Liaising with L &D staff and vendors to identify new training material and methods.
- User training requirements for new systems are identified, planned for and an integral part of any development project.
- Partner agencies can provide feedback which contributes to the continuous improvement of ICT systems and services.
- ICT Directorate understands the training and support needs of its customers
- Our engagement with partner agencies is seamless and effective.

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:

- A relevant tertiary qualification e.g. in computer science, information systems, application development, graphic design, OR an equivalent level of learning through experience.

Desirable:

- Post graduate qualification in information management or information systems.

Knowledge/experience

Essential:

- 5+ years as a trainer in IT or information management systems.
- Proven experience in developing training resources and support materials.
- Ability to facilitate one-on-one and workshop style training
- Proven ability to work with people and manage behaviour change when new tools, processes and standards are introduced.

Desirable:

- Experience working in a classified environment with unique security challenges
- Experience in writing and developing e-learning modules.
- Experience in a customer support role.
- Knowledge of the Public Records Act 2005 and Archives New Zealand's mandatory standards.

Personal attributes

- A strong focus on delivering high quality customer service.
- Excellent communication skills – both written and spoken.
- Enjoy problem solving and helping people.
- Strong planning and time management skills.
- Tech savvy with an ability to pick up new systems quickly
- Team player with a positive and friendly attitude.
- Attention to detail and focus on accuracy

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 Health and Safety in Employment Act 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: _____