



# Role Description

## Manager ICT Systems Integration Projects (State Intelligence Command)

Cluster	Stronger Communities
Agency	NSW Police Force
Command/Business Unit*	Digital Technology & Innovation
Location*	Parramatta
Classification/Grade/Band*	Clerk Grade 11/12
ANZSCO Code	135199
PCAT Code	1226492
NSWPF Role Number	
Date of Approval	07/05/2020
Agency Website	<a href="http://www.police.nsw.gov.au">www.police.nsw.gov.au</a>

### Agency overview

The NSW Police Force (NSWPF) vision is for a ‘*Safe and Secure New South Wales*’, which is achieved by police working with the community to reduce violence, crime and fear.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 16,000 sworn officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has four function lines, based across a number of locations. Metropolitan Field Operations and Regional NSW Field Operations provide frontline services directly to the community. Investigations & Counter Terrorism provides investigative, technical and counter terrorism expertise. Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSW Police Force is a proud employer of a diverse range of people. This includes, but is not limited to, people who identify as Aboriginal or Torres Strait Islander, LGBTIQ, people, with disability, people who come from a variety of cultural, religious or ethnic backgrounds, and workers of all ages. The NSWPF is committed to reflecting the diverse community we serve and creating an inclusive and respectful workplace for all employees, where difference is embraced, contributions are valued, and everyone has a sense of connection and belonging. This enables the growth and development of a talented and diverse workforce across the state, in a wide range of roles, at all levels.

The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is always maintained

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for identifying, assessing, prioritising and controlling health and safety risks, and ensuring that safe systems of work are developed, documented and followed by staff and contractors through appropriate training, supervision and monitoring.

### Primary purpose of the role\*

The Manager ICT Systems Integration Projects (State Intelligence Command) is responsible for the delivery, integration, and support of operational technology for State Intelligence Command (including integration with

NSWPF business systems). The role will lead and manage Projects from inception to completion, providing leadership, management, coordination and direction for the projects while ensuring stakeholder relationships are maintained and managed, including the alignment of capabilities and initiatives to NSWPF enterprise architecture.

This role matrix reports to Digital Technology & Innovation Command (solid line) for strategic alignment and State Intelligence Command (dotted line) for operational priorities and tasking.

**Key accountabilities\***

- Provide strategic and technical advice and direction on systems and projects for State Intelligence Command with a view to the extension of these capabilities to the broader NSWPF through Digital Technology & Innovation (DTI).
- Solutioning, integrating, delivering and supporting operational technologies, including telecommunications, within the wider NSWPF ICT business systems strategy and architecture that is developed and led by DTI.
- Apply industrial standard controls and communications solutions, including security controls in co-ordination with DTI.
- Manage technical aspects down to embedded systems and the integration of these with information and communications technology including storage and analytics capabilities.
- Foster mutually supportive relationships with key stakeholders, namely with other Investigations & Counter Terrorism Commands as well as Directorates within DTI to improve collaborative development and outcomes for all of NSWPF with respect to technology and business solutions.
- Responsibility as the primary contact (liaison/escalation point) for all business stakeholders in State Intelligence Command into DTI to ensure that technology and services are delivered to requirements, efficiently, and issues are resolved promptly.
- Act as liaison and conduit between DTI and State Crime & State Intelligence Command to forge strategic relationships and meet customer needs and expectations

**Key challenges\***

- Maintain exposure to the innovation and technical aspects of law enforcement or Police related information and technology systems
- Manage interdependencies and balance competing demands to ensure program objectives are achieved while controlling project scope creep to optimise return on investment.
- Maintain technical expertise on emerging technologies

**Key relationships\***

Who	Why
<b>Ministerial</b>	
Commissioner/Minister	<ul style="list-style-type: none"> <li>• Provide advice and report on future directions</li> <li>• Identify emerging issues/risks and their implications and propose solutions</li> </ul>
<b>Internal*</b>	
Assistant Commissioner	<ul style="list-style-type: none"> <li>• Provide advice and contribute to decision making on portfolio issues and strategies</li> <li>• Identify emerging issues/risks and their implications and propose solutions</li> <li>• Report on progress towards portfolio objectives and discuss future directions</li> </ul>
Commanders	<ul style="list-style-type: none"> <li>• Provide advice on portfolio issues and strategies, and governance activities</li> <li>• Identify emerging issues/risks and their implications and propose solutions</li> </ul>

Who	Why
Stakeholders	<ul style="list-style-type: none"> <li>• Report on progress towards business objectives and future directions</li> <li>• Provide advice on a range of portfolio issues, strategies, and governance activities</li> <li>• Optimise engagement to achieve defined outcomes</li> </ul>
Work Team	<ul style="list-style-type: none"> <li>• Inspire, motivate, and provide direction</li> <li>• Work collaboratively to contribute to delivery of business outcomes</li> </ul>
Clients/Customers	<ul style="list-style-type: none"> <li>• Provide advice on a range of portfolio issues, strategies, and governance activities</li> <li>• Optimise engagement to achieve defined outcomes</li> <li>• Information exchange</li> </ul>
External	
Other Stakeholders	<ul style="list-style-type: none"> <li>• Provide advice on a range strategic business &amp; governance activities, issues and strategies</li> <li>• Optimise engagement to achieve defined outcomes</li> <li>• Information exchange</li> </ul>

## Role dimensions

### Decision making

The Manager ICT Systems Integration Projects (State Intelligence Command) is responsible for managing existing and emerging integrated operational technology for the State Intelligence Command on behalf of DTI.

An embedded role inside State Intelligence Command, it is expected to exercise independent judgment in the implementation and delivery of approaches and practices and is fully accountable for the quality and integrity of advice provided. This role has autonomy to make decisions in relation to Information Systems in line with NSW Police Force delegations.

The role defers to the Chief Information & Technology Officer on complex issues of a technical, legislative or political nature or decisions that will substantially alter the outcome or timeframes, major issues or conflicts arising in the course duties or matters requiring a higher delegated authority including approval for expenditure or sensitive issues.

### Reporting line

- Chief Information & Technology Officer, NSWPF PSES Band 2 (SES 5)

### Direct reports

- Nil

### Budget/Expenditure

- General financial delegation (Category 5) of \$250k per transaction

### Essential requirements

- Tertiary qualifications in Information Technology and/or related field;
- Experience in delivering and managing diverse information and technology systems to a large organisation
- Skilled in shaping strategies and proven ability to work creatively and analytically in a fast-paced problem-solving environment
- Obtain and maintain the requisite security clearances for this position.





## Capabilities for the role\*


The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at [www.psc.nsw.gov.au/capabilityframework/ICT](http://www.psc.nsw.gov.au/capabilityframework/ICT)

### Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework*		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	<b>Manage Self</b>	<b>Advanced</b>
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	<b>Work Collaboratively</b>	<b>Adept</b>
	Influence and Negotiate	Adept
 Results	Deliver Results	Advanced
	Plan and Prioritise	Adept
	<b>Think and Solve Problems</b>	<b>Advanced</b>
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	<b>Technology</b>	<b>Advanced</b>
	Procurement and Contract Management	Adept
	<b>Project Management</b>	<b>Advanced</b>

Occupation / profession specific capabilities		
Capability Set	Category, Sub-category and Skill	Level and Code
	<b>Solution Development and Implementation – Systems Development Systems Design</b>	<b>Level 5 - DESN</b>
	<b>Solution Development and Implementation – Systems Development Systems Development Management</b>	<b>Level 6 - DLMG</b>
	Strategy and architecture – Business Strategy and planning IT Management	Level 5 – ITMG
	<b>Business Change - Business Change Implementation Project Management</b>	<b>Level 6 - PRMG</b>
	Relationship and engagement - Stakeholder Management - Relationship management	Level 5 - RLMT

### Focus capabilities\*

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role’s key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Advanced	<ul style="list-style-type: none"> <li>Act as a professional role model for colleagues, set high personal goals and take pride in their achievement</li> <li>Actively seek, reflect and act on feedback on own performance</li> <li>Translate negative feedback into an opportunity to improve</li> <li>Take the initiative and act in a decisive way</li> <li>Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>Encourage a culture that recognises the value of collaboration</li> <li>Build cooperation and overcome barriers to information sharing and communication across teams and units</li> <li>Share lessons learned across teams and units</li> <li>Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work</li> <li>Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services</li> </ul>
<b>Results</b> Think and Solve Problems	Advanced	<ul style="list-style-type: none"> <li>Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues</li> <li>Work through issues, weigh up alternatives and identify the most effective solutions</li> <li>Take account of the wider business context when considering options to resolve issues</li> <li>Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements</li> <li>Implement systems and processes that underpin high quality research and analysis</li> </ul>
<b>Business Enablers</b>	Advanced	<ul style="list-style-type: none"> <li>Champion the use of innovative technologies in the workplace</li> </ul>

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Technology		<ul style="list-style-type: none"> <li>Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies</li> <li>Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes</li> <li>Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes</li> <li>Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies</li> </ul>
<b>Business Enablers</b> Project Management	Advanced	<ul style="list-style-type: none"> <li>Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts</li> <li>Access key subject-matter experts' knowledge to inform project plans and directions</li> <li>Implement effective stakeholder engagement and communications strategy for all stages of projects</li> <li>Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning</li> <li>Develop effective strategies to remedy variances from project plans, and minimise impacts</li> <li>Manage transitions between project stages and ensure that changes are consistent with organisational goals</li> </ul>

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category, Sub-category	Level and Code	Skill and Level Description
<b>Solution Development and Implementation</b> Systems Development Systems Design	Level 5 DESN	<b>SYSTEMS DESIGN (DESN)</b> Specifies and designs large or complex systems. Selects appropriate design standards, methods and tools, consistent with agreed enterprise and solution architectures and ensures they are applied effectively. Reviews others' systems designs to ensure selection of appropriate technology, efficient use of resources, and integration of multiple systems and technology. Contributes to policy for selection of architecture components. Evaluates and undertakes impact analysis on major design options and assesses and manages associated risks. Ensures that the system design balances functional, service quality and systems management requirements.
<b>Solution Development and Implementation</b>	Level 6 DLMG	<b>SYSTEMS DEVELOPMENT MANAGEMENT (DLMG)</b> Identifies and manages the resources necessary for all stages (planning, estimation, execution) of individual systems development projects to ensure technical, financial and quality targets are met.

**Occupation specific capability set (Skills Framework for the Information Age – SFIA)**

Category, Sub-category	Level and Code	Skill and Level Description
<b>Business Change</b> Business Change Implementation	Level 6 PGMG	<b>PROJECT MANAGEMENT (PRMG)</b> – Takes full responsibility for the definition, documentation and successful completion of complex projects (typically greater than 12 months, with significant business, political, or high-profile impact, and high-risk dependencies), ensuring that realistic project, quality, change control and risk management processes are maintained. Monitors and controls resources, revenue and capital costs against the project budget and manages expectations of all project stakeholders.

**Version Control**

Version	Summary of Changes	Date
V1.0	New Role Description created for new role at lower grade	20.04.2020

**Roles attached**

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region
51254865	DTI						