

Role Description

Computer System & Network Engineer



Cluster	Stronger Communities
Agency	NSW Police Force
Command/Business Unit	Communications Services Command Wireless Network Group
Location	Various
Classification/Grade/Band	CSO4
ANZSCO Code	263111
PCAT Code	1226292
NSWPF Role Number	RD 313
Date of Approval	20/12/2017
Agency Website	www.police.nsw.gov.au

Agency overview

The NSW Police Force (NSWPF) vision is for *A Safer New South Wales*, which is achieved by police working with the community to prevent, disrupt and respond to crime.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 17,000 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 maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for following all NSWPF health and safety policies, and taking all reasonable care that their actions or omissions do not impact on the health and safety of others.

Primary purpose of the role

The Computer Systems & Network Engineer provides high level expertise in the design, development and maintenance of computer-based and network-based architecture associated with NSWPF radio communications, information and communications technology systems and associated facilities. This role is responsible for providing desktop support for all specialist computer hardware and software used by the Wireless Network Group.

Key accountabilities

- Performing in-depth analyses of the performance of the NSWPF radio communications IP-based network to identify performance issues to ensure optimal network performance is maintained.
- Developing, and providing detailed advice on solutions to identified radio network performance issues to ensure maximum operability of the network is maintained.
- Developing and maintaining detailed requirements and configurations in relation to the design and architecture of the NSWPF radio communications IP (Internet Protocol) based network and associated systems to ensure that operational requirements are met.
- Assisting with the designing, implementing and maintaining of wireless technology systems (voice and data) and associated infrastructure to ensure the ongoing provision information and communications technology systems.
- Assisting in the development of the short, medium and long-term strategic plans for the NSWPF wireless communication networks and associated facilities to ensure communications operations are maintained.
- Assisting with research and development activities within the command to identify opportunities to implement new and innovative technologies.
- Providing desktop support for radio communications specific hardware and software applications within the command to ensure staff are able to use these systems effectively.
- Developing and maintaining relationships with other technical commands within NSWPF to ensure the command's technology platforms and architecture are consistent and compliant with NSWPF standards.

Key challenges

- Understanding the state-wide network infrastructure (including IP/MPLS backhaul network) and capabilities in a highly technical environment where users are generally not technically knowledgeable about their devices.
- Understanding the operational impacts of the role as it applies to customers and ensuring workloads are prioritised to maintain voice and data communications where possible.
- Understanding the limitations of authority with respect to a complex system which can produce faults and occurrences unforeseen by existing procedures and processes.

Key relationships

Who	Why
Internal*	
Manager/Team Leader	<ul style="list-style-type: none"> • Receive guidance and provide regular updates on key technical projects, issues and priorities • Escalate complex issues
Work Team	<ul style="list-style-type: none"> • Work collaboratively to contribute to achieving team outcomes
Clients/Customers	<ul style="list-style-type: none"> • Provide expert advice on technical related matters • Resolve issues where possible and escalate where necessary • Information exchange
External	
Clients/Customers	<ul style="list-style-type: none"> • Provide expert advice on technical related matters • Resolve issues where possible and escalate where necessary • Information exchange

Role dimensions

Decision making

The role has a decision-making authority in line with a technical co-ordinator. Decisions made are expected to be in line with established command and corporate policies or system developer recommendations and/or device specifications.

Reporting line

- Manager - Engineer 6

Direct reports

- Nil

Budget/Expenditure

- Operational budgets – Nil
- Project budgets – as per approved business cases

Key knowledge and experience

- Demonstrated experience in information technology hardware and software.
- Demonstrated experience in designing, implementing and maintaining wireless data networks, particularly IP (Internet Protocol) based networks.
- Demonstrated experience in radio engineering concepts and communications systems integration.

Essential requirements

- Obtain and maintain the requisite security clearances for this position.
- Relevant tertiary qualifications in an electronics and/or data communications discipline.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.




The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities


Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation 	Adept
 Relationships	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services 	Adept
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> • Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness 	Adept
 Business Enablers	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • Apply a thorough understanding of recurrent and capital financial terminology, policies and processes to planning, forecasting and budget preparation and management • Identify and analyse trends, review data and evaluate business options to ensure business cases are financially sound • Assess relative cost benefits of various purchasing options • Promote the role of sound financial management and its impact on organisational effectiveness • Obtain specialist financial advice when reviewing and evaluating finance systems and processes • Respond to financial and risk management audit outcomes, addressing areas of non-compliance in a timely manner 	Advanced

Occupation / profession specific capabilities		
Capability Set	Category, Sub-category and Skill	Level and Code
	Strategy and architecture, Governance, risk and compliance, Quality assurance	Level 5 - QUAS
	Development & Implementation - Systems Development, Network Design	Level 5 - NTDS
	Delivery & Operation - Technology Management, Network Support	Level 5 - NTAS
	Development & Implementation - Systems Development, Systems Integration & Build	Level 5 - SINT
	Development and Implementation - Systems Development, Radio Frequency Engineering	Level 4 - RFEN
	Strategy & Architecture –Strategy and Planning, Strategic Planning	Level 4 - ITSP







NSW Government employees can access the ICT set through the [Skills Framework for the Information Age](#) Foundation website by registering as a corporate user via their NSW Government email address.

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category, Sub-category	Skill and Level Description	Level and Code
Strategy and Architecture, Governance, Risk and Compliance	QUALITY ASSURANCE Plans, organises and conducts formal reviews and assessments of complex domains areas, cross-functional areas, and across the supply chain. Evaluates, appraises and identifies non-compliances with organisational standards and determines the underlying reasons for non-compliance. Prepares and reports on assessment findings and associated risks. Ensures that appropriate owners for corrective actions are identified. Identifies opportunities to improve organisational control mechanisms. Oversees the assurance activities of others, providing advice and expertise to support assurance activity.	Level 5 - QUAS
Development & Implementation, Systems Development	NETWORK DESIGN Produces, or approves network providers', network architectures, topologies and configuration databases for own area of responsibility. Specifies design parameters for network connectivity, capacity, speed, interfacing, security and access, in line with business requirements. Assesses network-related risks and specifies recovery routines and contingency procedures. Creates multiple design views to address the different stakeholders' concerns and to handle both functional and non-functional requirements.	Level 5 - NTDS
Delivery & Operation, Technology Management	NETWORK SUPPORT Drafts and maintains procedures and documentation for network support and operation. Makes a significant contribution to the investigation, diagnosis and resolution of network problems. Ensures that all requests for support are dealt with according to set standards and procedures.	Level 5 - NTAS



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Version Control		
Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	20.12.2017
V1.1	Updated to new template, add new Essent req. Report lines name changes	25.05.2021
V1.2	Minor amendments including Command name, title, location & reporting line	23.05.2023

Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region
50128125	CSC	50513911	CSC				