

Role Description

Coordinator, Wireless Technology

Cluster	Justice
Agency	NSW Police Force
Division/Branch/Unit	Communications Group
Location	Sydney
Classification/Grade/Band*	CSO 5
ANZSCO Code*	
Role Number	
PCAT Code*	
Date of Approval*	00 / 00 / 0000
Agency Website	www.police.nsw.gov.au

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 five 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. Specialist Support provides an operational support function along with a range of specialised services. The fifth function line, Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

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 Manager - ICT Infrastructure Engineering is responsible for the design, implementation and support of the radio communications infrastructure used within the organisation. The role provides leadership and support to technical staff, whilst working with the business and radio engineering teams to define and implement the infrastructure elements of the radio communications systems and networks.

Key accountabilities

- Manage the lifecycle of multiple technologies and platforms to ensure the infrastructure platform delivers maximum benefit to the organisation
- Design fully integrated multi-technology and platform hardware solutions to deliver on alignment with the current architecture and flexibility to cost effectively move to future architecture with minimal adverse impact
- Determine the extent to which solutions perform “as required” within the current environment to eliminate the cost of correcting implementation failures and service outages
- Manage available internal and external resources to make sure that installations are completed (time, cost and quality) to minimise adverse business impact and maximise positive business outcomes
- Manage radio site compliance issues
- Work collaboratively with State and National Emergency Organisations and other law enforcement agencies on operational issues relating to radio communications systems and networks.

Key challenges

- Manage conflicting and/or inter-related organisation-wide hardware upgrade, or refresh projects and programs
- Constructive management of a diverse range of projects across multiple platforms and technologies and project owners, balancing their needs with the strategic architecture and operational/delivery timeframes and organisational efficiency

Key relationships

Who	Why
Internal	
Commander	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions
Work team	<ul style="list-style-type: none"> • Inspire and motivate team, provide direction and manage performance • Guide, support, coach and mentor team members • Review the work and proposals of team members • Encourage team to work collaboratively to contribute to achieving the team’s business outcomes
Clients/Customers	<ul style="list-style-type: none"> • Resolve and provide solutions to issues • Educate user population regarding relevant practises and processes
External	
Vendors	<ul style="list-style-type: none"> • Procure and source hardware

Role dimensions

Decision making

The role has autonomy to make decision regarding the prioritisation of day to day technical and radio network activities for the NSWPF radio communications network. The role; conducts negotiations, identifies initiatives and makes recommendations in liaison with the Commander.

Reporting line

- Inspector/Commander

Direct reports

- Wireless Network Services Coordinator – Sergeant
- Intelligence Officer – Constable
- Senior Technical Officer Grade 2
- 5 x Technical Officer Grade 3

Budget/Expenditure

- Operational budgets – NIL.
- Project budgets – as per approved business cases

Essential requirements

- Obtain and maintain the requisite security clearances for this position
- Tertiary qualifications in IT/Engineering and demonstrated experience in a law enforcement context
- Demonstrated understanding of mission critical radio communications systems
- Demonstrated experience in the use of a range of ICT technologies including, but not limited to, computer systems and software applications relating to communications technologies
- Ability and willingness to be on call and work outside normal business hours when required


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


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

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
	Manage Self	Adept
	Value Diversity	Adept

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Advanced
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Adept
	Technology	Adept
	Procurement and Contract Management	Adept
	Project Management	Advanced
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

Occupation / profession specific capabilities		
Capability Set	Category, Sub-category and Skill	Level and Code
 SFIA	Solution Development and Implementation, Installation and Integration, Systems Installation/Decommissioning	Level 5 – HSIN
	Service Management, Service operation, Radio frequency engineering	Level 5 – RFEN
	Strategy and Architecture, Technical Strategy and Planning, Methods and Tools	Level 5 - METL
	Procurement and Management Support, Supply Management, Supplier Relationship Management	Level 5 - SURE

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
Personal Attributes	Adept	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Act with Integrity		<ul style="list-style-type: none"> • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Plan and Prioritise	Advanced	<ul style="list-style-type: none"> • Understand the links between the business unit, organisation and the whole-of-government agenda • Ensure business plan goals are clear and appropriate including contingency provisions • Monitor progress of initiatives and make necessary adjustments • Anticipate and assess the impact of changes, such as government policy/economic conditions, to business plans and initiatives, and respond appropriately • Consider the implications of a wide range of complex issues, and shift business priorities when necessary • Undertake planning to transition the organisation through change initiatives and evaluate progress and outcome to inform future planning
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis
Business Enablers Technology	Adept	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Understand, act on and monitor compliance with information and communications security and use policies Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business Support compliance with the records, information and knowledge management requirements of the organisation
Business Enablers Procurement and Contract Management	Adept	<ul style="list-style-type: none"> Apply legal, policy and organisational guidelines and procedures in relation to procurement and contract management Develop well written, well-structured procurement documentation that clearly sets out the business requirements Monitor procurement and contract management processes to ensure they are open, transparent and competitive, and that contract performance is effective Be aware of procurement and contract management risks, and what actions are expected to mitigate these Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles Escalate procurement and contract management issues where required
Business Enablers Project Management	Advanced	<ul style="list-style-type: none"> Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts Access key subject-matter experts' knowledge to inform project plans and directions Implement effective stakeholder engagement and communications strategy for all stages of projects Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning Develop effective strategies to remedy variances from project plans, and minimise impacts Manage transitions between project stages and ensure that changes are consistent with organisational goals
People Management Optimise Business Outcomes	Intermediate	<ul style="list-style-type: none"> Develop team/unit plans that take into account team capability and strengths Plan and monitor resource allocation effectively to achieve team/unit objectives Ensure team members work with a good understanding of business principles as they apply to the public sector context Participate in wider organisational workforce planning to ensure the availability of capable resources

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

Category and Sub-Category	Level and Code	Level Descriptions
Solution Development and Implementation, Installation and Integration, Systems Installation/Decommissioning	Level 5 – HSIN	Takes responsibility for installation projects, providing effective team leadership, including information flow to and from the customer during project work. Develops and implements quality plans and method statements. Monitors the effectiveness of installations and ensures that appropriate recommendations for change are made.
Service Management, Service operation – Radio frequency engineering	Level 5 - RFEN	Radio frequency engineering: Level 5 Develops maintenance schedules and procedures. Approves equipment upgrades and modifications. Monitors system performance, recommends equipment modifications and changes to operating procedures, servicing methods and schedules.

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	00.00.0000