

Role Description

Technical Surveillance Officer

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	NSW Crime Commission
Division/Branch/Unit	CID / Technical Operations
Role number	TD
Classification/Grade/Band	5-8
Senior executive work level standards	Not Applicable
ANZSCO Code	224900
PCAT Code	1119192
Date of Approval	August 2023
Agency Website	https://www.crimecommission.nsw.gov.au/

Agency overview

The NSW Crime Commission is established to investigate and disrupt organised crime and other serious criminal activity and to pursue confiscation of the proceeds of crime. The Commission is structured into a number of Divisions consisting of operational and support teams.

The function of conducting criminal investigations is assigned to the Commission's Criminal Investigations Division. Investigations are typically conducted pursuant to a Management Committee reference to investigate or approval to work in cooperation with a joint task force comprising one or more of the Commission's partner agencies. The Criminal Investigations Division is also responsible for the Commission's Strategic Intelligence capability, the provision of specialist investigative support services and the provision of advice and recommendations to Government in relation to minimising the impact of serious and organised crime on the NSW community.

Primary purpose of the role

The Technical Operations Team ('TOT') provides technical and digital forensics support to the Commission's Investigations teams, approved Joint Investigations with State and Commonwealth law enforcement partners, and other law enforcement partners on a case-by-case basis. The team is responsible for the management and deployment of covert technical surveillance equipment, digital forensic examinations and management and/or other physical resources in accordance with Commission references, policies and procedures. The TOT sits within the Commission's Strategic Intelligence and Capability Unit.

The Technical Surveillance Officer ('TSO') contributes to contemporary investigation and intelligence practice by conducting technical surveillance operations using specialist technical equipment in support of Commission investigations. The TSO provides technical advice and guidance to Commission and partner agency staff on strategies and opportunities for the covert electronic collection of evidence.

Key accountabilities

- Conduct and deliver technical surveillance operations including the utilisation of specialist technical equipment in support Commission investigations, in compliance with State and Commonwealth legislation.
- Conduct examinations of digital evidence in accordance with Commission policies and procedures while maintaining accurate documentation at all times.
- Conduct risk assessments of covert services operations in consultation with relevant managers and Directors and manage risk effectively including through development of mitigation strategies.
- Provide specialist technical advice and guidance to internal and external stakeholders on strategies, feasibility and opportunities for the covert electronic collection of evidence.
- Contribute to research and development of new hardware, software, and other technologies to enhance the Commission's technical surveillance capacity and the quality of evidence capture and delivery.
- Contribute to the development, implementation and continuous improvement of policy, procedure, and systems relating to technical services, in compliance with the Commission's legal obligations.
- Establish and maintain relationships with stakeholders such as Commission staff, external agencies, and suppliers. Collaborate and cooperate with other agencies in the research and development of technical surveillance capabilities and methodologies.
- Prepare statements, attend court to present findings and give evidence obtained through the process of investigations as required.
- Produce timely and accurate information reports regarding specific investigations; draft summaries, briefs and reports as required; prepare reports for external agencies in accordance with relevant legislation and Commission policy
- Maintain a clear understanding of best practice in technical operations, including relevant certifications.
- Behave in accordance with Commission values and ensure outputs are achieved within the strategic direction of the Commission.

Key Record Keeping Accountabilities

- Comply with the Commission's Records Management Policy and relevant statutory requirements
- Create full and accurate records of business activities, including records of all decisions and actions made in the course of official business
- Ensure that all records are saved into the Commission's official recordkeeping system.

Key challenges

- Managing multiple tasks with competing and occasionally urgent deadlines
- Staying up-to-date regarding ever-changing covert technical, forensic and surveillance technologies and equipment
- Liaise effectively with a broad range of internal and external stakeholders to build and maintain relationships and improve services.
- Dealing with challenging, sensitive, and disturbing data/information; displaying resilience, managing own frustrations and staying calm in challenging situations
- Demonstrating tact and discretion at all times; sharing information appropriately in a team setting while maintaining confidentiality and secrecy of certain matters.

Key relationships

Internal

Who	Why
Team Leader, Technical Operations	• Receive specialist technical advice and guidance regarding the use of technical surveillance equipment

	<ul style="list-style-type: none"> • Discuss investigations, assignments, priorities and proposed strategies moving forward • Provide logical, timely and succinct information reports regarding specific investigations • Receive guidance on operational matters and collaborate to find creative / lateral solutions to matters arising • Receive feedback regarding performance and respond in a thoughtful, appropriate and considered way • Discuss and develop business cases to support and/or improve the capacity of the TOT to conduct its activities
Manager Electronic Collection & Data Analytics / Director, Strategic Intelligence & Capabilities	<ul style="list-style-type: none"> • Discuss and escalate complex matters and tasks where relevant • Discuss strategic improvements and emerging capability to enhance the functions of the team. • Receive feedback regarding performance and respond in a thoughtful, appropriate and considered way.
Criminal Investigation and Financial Investigation staff	<ul style="list-style-type: none"> • Discuss investigations and priority assignments / tasks • Provide accurate and timely information reports regarding specific investigations • Provide specialist technical advice and guidance regarding technical surveillance and other available technologies

External

Who	Why
Law Enforcement and Other Agencies	<ul style="list-style-type: none"> • Build and maintain relationships and collaborate on investigations • Liaise regarding available and emerging equipment/technologies • Share and arrange dissemination of appropriate levels of information as required
Telecommunications and technology service providers	<ul style="list-style-type: none"> • Establish relationships to gain information regarding new and emerging products and services • Share appropriate levels of information as required

Role dimensions

Decision making

- Prioritise and resolve day-to-day issues in accordance with broad direction provided by the Team Leader, Technical Operations, as well as Commission references, policies and procedures
- Receive guidance on the conduct of assignments from the Team Leader, Technical Operations or Manager Electronic Collection & Data Analytics
- Prepare accurate and timely information reports for the Team Leader, Technical Operations or Manager Electronic Collection & Data Analytics; share accountability for the quality and accuracy of outputs, analysis and advice
- Provide technical advice and guidance to others regarding the use of various technologies and equipment.

Reporting line

This role reports to the Team Leader, Technical Operations.

Direct reports

The role has no direct reports.

Budget/Expenditure

In accordance with the Commission's approved delegations and authorisations.

Essential requirements

- Experience in providing technical operations and / or technical surveillance in a law enforcement, national security or regulatory environment.
- Understanding of how covertly collected data can be used to assist criminal or financial investigations.
- Sound analytical and problem-solving skills.
- Strong organisational and time management skills.
- Sound written and verbal communication skills, including an ability to work independently and contribute in a multi-disciplinary team environment.
- Technical aptitude, including with computers, electronic equipment and/or telecommunications devices; knowledge and understanding of ICT networks (e.g. LAN and WAN networks).
- Ability to obtain an understanding of the role and functions of the Commission, including the capacity to deal with confidential and sensitive information with tact, discretion and judgement.
- Capacity to deal with confidential and sensitive information with tact, discretion and judgement;
- Willingness to work on-call, outside normal business hours including office-based work and field deployments.

All roles are underpinned by the Commission's values:

- Integrity
- Measured
- Professionalism
- Accountability
- Collaboration
- Trust

Security Vetting

It is a condition of employment at the Commission that a member of staff obtain and maintain:

- a) a security clearance issued by the Commissioner, and
- b) a security clearance issued by the Australian Government Security Vetting Agency that the Commissioner determines in necessary for the position

This requires providing details of financial interests and other relevant personal and professional information about themselves and their associates. Appointments are subject to attaining appropriate security clearances.




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.

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Personal Attributes</p>	<p>Act With Integrity</p> <p>Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept
 <p>Relationships</p>	<p>Communicate Effectively</p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> • Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly 	Intermediate
 <p>Results</p>	<p>Deliver Results</p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> • Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed 	Intermediate



Think & Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Identify the facts and type of data needed to understand a problem or explore an opportunity
- Research and analyse information to make recommendations based on relevant evidence
- Identify issues that may hinder the completion of tasks and find appropriate solutions
- Be willing to seek input from others and share own ideas to achieve best outcomes
- Generate ideas and identify ways to improve systems and processes to meet user needs

Intermediate



Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Identify opportunities to use a broad range of technologies to collaborate
- Monitor compliance with cyber security and the use of technology policies
- Identify ways to maximise the value of available technology to achieve business strategies and outcomes
- Monitor compliance with the organisation's records, information and knowledge management requirements

Adept



Collect Data

Gather information and data in line with intelligence and/or financial investigation requirements










- Demonstrate understanding of investigation requirements
- Contribute to the development of case-related investigation strategies
- Demonstrate knowledge and understanding of information or data collection precedents and trends
- Arrange for information or data collection via approved use of Commission's coercive powers
- Demonstrate understanding of risks and threats associated with the collection of certain information or data

Intermediate




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.

Capability group/sets	Capability name	Description	Level
	Display Resilience & Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate

	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective project planning, coordination and control methods	Intermediate

Occupation specific capabilities

Occupation / profession specific capabilities			
Capability Set	Category, Sub-category and Skill	Level	
 Grade Data	Ascertain the sufficiency and accuracy of information and data collected, including the reliability of sources	Intermediate	
 Conduct Analysis	Analyse available information and data and produce intelligence and/or financial investigations reports to support operations and litigation	Intermediate	
 Demonstrate Conclusions	Prepare reports and evidence that clearly and logically articulate intelligence and/or financial investigation findings	Intermediate	