

# Role Description

## Network Administrator



Cluster	Stronger Communities
Agency	NSW Police Force
Command/Business Unit	Communications Services Command Wireless Network Group
Location	Various (including Sydney, Newcastle, Illawarra, Tamworth, Wagga Wagga)
Classification/Grade/Band	CSO3
ANZSCO Code	313112
PCAT Code	1226492
NSWPF Role Number	RD 642
Date of Approval	13/07/2023
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 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 Network Administrator is responsible for the installation, monitoring and maintenance of the organisation's Information and Communications Technology (ICT) network including Internet Protocol/Multi-Protocol Label Switching (IP/MPLS) backhaul and associated hardware and software.

## Key accountabilities

- Assist with the implementation of IP network solutions, optimize network routing, and help troubleshooting layer 2/3 network problems, network connectivity and performance issues to meet user demands.
- Test, evaluate, verify IP network solutions, and recommend appropriate enhancements, variations, or alternatives to maintain performance of the IP network at an optimal level.
- Participate in meetings/discussions to identify user/network requirements and provide technical support for ICT systems/devices.
- Assist with network access, monitoring, control, evaluation, and documentation practices to ensure efficient standard operating procedures.
- Follow network design guidelines, update, and maintain IP assignment databases/documentation, and network change management practices to maintain/ensure network reliability for users.
- Perform operational procedures and tasks reliably and consistently to reduce the risk of unplanned outages.
- Meet cyber security compliance requirements and follow network security practices, policies, and procedures to improve resilience of the network infrastructure and adhere to government mandatory requirements of managing cyber security risks.
- Maintain awareness in ICT/Networking industry developments including new technologies, methods, standards, and practices to help promoting continuous improvement, creativity, and innovation.

## Key challenges

- Maintain an awareness of network security threats, vulnerabilities and risks associated with network management that may present critical failures to the operational communication capabilities of NSWPF.
- Be responsive to requests for support from different stakeholders including network users whilst delivering against agreed activities and objectives.

## Key relationships

Who	Why
<b>Internal*</b>	
Manager	<ul style="list-style-type: none"> <li>• Escalate issues, keep informed, advise and receive instructions</li> </ul>
Work Team	<ul style="list-style-type: none"> <li>• Participate in meetings to obtain the work group perspective and share information</li> <li>• Work collaboratively to contribute to achieving the team's business outcomes</li> </ul>
Clients/Customers	<ul style="list-style-type: none"> <li>• Resolve and provide solutions to issues</li> <li>• Provide strategic advice for business improvement</li> <li>• Provide technological advice to improve day to day business performance</li> <li>• Ensure compliance with agency and sector rules and standards</li> </ul>

## Role dimensions

### Decision making

The role has autonomy to make decisions in relation to the prioritisation of work tasks and makes recommendations regarding systems solutions in liaison with the Manager.

### Reporting line

- Manager – WT Engineering Services – Engineer 6

### Direct reports

- Nil

### Budget/Expenditure

- Nil

## Key knowledge and experience

- Demonstrated experience in working with L2/L3 networking technologies and dynamic routing protocols.
- Proven experience in IP networks/ICT systems/end user device administration, design, or deployment.
- Knowledge of cyber security policies and network security measures.

## Essential requirements

- Obtain and maintain the requisite security clearances for this position.
- Tertiary qualifications in a relevant Information Technology discipline.
- Ability to maintain and provide 24 hour/7 days per week support for systems ensuring reliability and high availability.

## 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	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>• Adapt existing skills to new situations</li> <li>• Show commitment to achieving work goals</li> <li>• Show awareness of own strengths and areas for growth, and develop and apply new skills</li> <li>• Seek feedback from colleagues and stakeholders</li> <li>• Stay motivated when tasks become difficult</li> </ul>	Intermediate
 Relationships	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> <li>• Focus on providing a positive customer experience</li> <li>• Support a customer-focused culture in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Cooperate across work areas to improve outcomes for customers</li> </ul>	Intermediate
 Results	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>• Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>• Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>	Adept

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
<div><p>Results</p></div>	<b>Deliver Results</b>	<ul style="list-style-type: none"><li>• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes</li><li>• Make sure staff understand expected goals and acknowledge staff success in achieving these</li><li>• Identify resource needs and ensure goals are achieved within set budgets and deadlines</li><li>• Use business data to evaluate outcomes and inform continuous improvement</li><li>• Identify priorities that need to change and ensure the allocation of resources meets new business needs</li><li>• Ensure that the financial implications of changed priorities are explicit and budgeted for</li></ul>	Adept
<div><p>Business Enablers</p></div>	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"><li>• Identify opportunities to use a broad range of technologies to collaborate</li><li>• Monitor compliance with cyber security and the use of technology policies</li><li>• Identify ways to maximise the value of available technology to achieve business strategies and outcomes</li><li>• Monitor compliance with the organisation's records, information and knowledge management requirements</li></ul>	Adept

Occupation / profession specific capabilities		
Capability Set	Category, Sub-category and Skill	Level and Code
	<b>Delivery and operation, Technology management, Network support</b>	<b>Level 3 – NTAS</b>







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	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	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
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	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	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
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<b>Delivery Operation, Technology Management</b>	<b>NETWORK SUPPORT</b> Carries out agreed network maintenance tasks and specified operational configuration of network components. Establish and diagnose network problems/faults using the required troubleshooting methodology and tools. Uses network management software and tools to collect agreed performance and traffic statistics.	<b>Level 3 - NTAS</b>
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## Version Control

Version	Summary of Changes	Date
<b>V1.0</b>	Position Description translated into Role Description template (16.8.2019 approved)	06.06.2019
<b>V1.1</b>	New template, DLM updated, extend location across the State	23.05.2023

## Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region
51274810	CSC	50017501	CSC				