

Role Description

Engineer



Cluster	Communities and Justice
Agency	NSW Police Force
Command/Business Unit	Various
Location	Various
Classification/Grade/Band	CSO4
OSCA Code	272131
PCAT Code	1226292
NSWPF Role Number	RD 779
Date of Approval	31/08/2020
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 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 18,000 police 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.

We are a proud employer of a diverse range of people that reflects the community of NSW, all who are committed to building a workplace that creates a sense of belonging and inclusion for all. The work is challenging and rewarding, and our employees meet and work alongside inspirational people sharing unique experiences and perspectives, all whilst making a difference to people's lives. From frontline policing to corporate careers, roles requiring specialist expertise and leadership roles, there are over 60 different career pathways to choose from and there are jobs for all capabilities, skills, goals, and interests.

The NSWPF serves our people and the community by modelling behaviours of respect, pride and trust in all that we do. 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 role is a key member of the team and is responsible for the development of engineering standards, guidelines, practices and specifications for operation and the implementation of the specified equipment.

Key accountabilities

- Perform monitoring and analysis, installation, performance tuning, troubleshooting and escalating issues, including proactive problem resolution and complex problem analysis as necessary, to maintain performance to meet user demand
- Reduce operational risk and improve availability by ensuring access, monitoring, control, evaluation and documentation practices are maintained and adhered to agreed standards
- Develop, maintain and perform operational procedures and ensure operational tasks are performed reliably and consistently to reduce the risk of unplanned outages
- Provide 2nd and 3rd level support for complex engineering problems to ensure established service level objectives are met
- Manage critical situations to assist with service restoration activities and the review of all change requests
- Deploy hardware, software, and other equipment and undertake protective maintenance assignments as required
- Collect and analyse operational data (especially incident and change records) to identify emerging trends and log problem records to assist with problem resolution and increased network availability
- Support delivery of projects and programs within agreed budgets and timeframes.

Key challenges

- Manage the provision of proactive and reactive support, ensuring strategic and tactical objectives are aligned.
- Ensure required controls are adhered to without compromising responsiveness and availability.
- Stay current with technological developments in technology and recommends ways for NSWPF to take advantage of new technology.

Key relationships

Who	Why
Internal*	
Manager	<ul style="list-style-type: none"> • Receive guidance and provide regular updates on key projects, issues, priorities and business objectives • Provide advice, discuss future direction and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions
Work Team	<ul style="list-style-type: none"> • Inspire, guide, support and motivate team and provide direction • Review the work and proposals of team members • Encourage team to work collaboratively to contribute to achieving the team's business outcomes • Resolve and provide solutions to issues
External	
Clients/Customers	<ul style="list-style-type: none"> • Provide guidelines and implementation support • Information exchange
Suppliers/Vendors	<ul style="list-style-type: none"> • Define scope for projects and maintenance activities • Manage and report on supplier deliverables • Keep abreast of new technologies and trends within the industry

Role dimensions

Decision making

The Engineering groups are responsible for ensuring the specified equipment is deployed in a timely manner and is operationally suitable and handing the equipment to the operations group for day to day management. Matters requiring a higher level of approval are referred to the Reporting Manager.

Reporting line

This role may, depending on the region/command/business unit report to any of the following:

- Manager - CS06
- Principal Engineer – CS06
- Senior Engineer – SCO5

Direct reports

- Nil

Budget/Expenditure

- Nil

Key knowledge and experience

- Ability to adapt quickly and learn how to support/troubleshoot various platforms and technologies and logically approach a problem from definition through to resolution, including understanding of structured cabling and power design
- Ability to define a root cause analysis of an issue and explain resolution to client and other team members.
- Experience working in large, complex Enterprise environments and proven experience in day-to-day service delivery and project activities.

Essential requirements

- Obtain and maintain the requisite security clearances for this position.
- Tertiary qualifications in IT/Engineering and/or demonstrated experience.
- 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](#) 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.

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework. They are important to identifying performance required for the role and development opportunities.

The complimentary capabilities for this role are shown on the following pages with an explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.





Occupation specific capabilities (Focus & Complementary)


Occupation specific capabilities exist for Human Resources, Finance, Procurement, Legal and IT (SFIA) role types. They show a progressive increase in complexity and do not necessarily correspond to grades.

These can be found on the [HR Intranet > Careers and deployment > Workforce planning > Role Description Library > Related documents > Capability Framework](#)

Capabilities Summary

The focus capabilities in all tables below (including Occupation Specific/SFIA) are in **bold**.



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

Occupation / profession specific capabilities		
Capability Set	Category, Sub-category and Skill	Level and Code
	Delivery and Operation, Technology Management, Facilities Management	Level 5 - DCMA
	Delivery and Operation, Technology Management, Systems Installation and Removal	Level 4 - HSIN
	Delivery and Operation, Technology Management, IT Infrastructure	Level 4 - ITOP
	Delivery and Operation, Technology Management, Network Support	Level 5 - NTAS
	Delivery and Operation, Service Management, Incident Management	Level 4 – USUP



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FOCUS CAPABILITIES

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>Manage Self</p> <p>Show drive and motivation, an ability to self-reflect and a commitment to learning</p>	<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
 <p>Relationships</p>	<p>Commit to Customer Service</p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
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	<p>Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>	<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
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	<p>Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions</p>	<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
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	<p>Technology Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> • Champion the use of innovative technologies in the workplace • Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies • Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes • Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes <p>Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies</p>	Advanced
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Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category, Sub-category	Skill and Level Description	Level and Code
Delivery and Operation, Technology Management	<p>IT Infrastructure</p> <p>Provides technical expertise to enable the correct application of operational procedures.</p> <p>Contributes to the planning and implementation of infrastructure maintenance and updates. Implements agreed infrastructure changes and maintenance routines.</p> <p>Uses infrastructure management tools to determine load and performance statistics. Configures tools and/or creates scripts to automate the provisioning, testing and deployment of new and changed infrastructure. Maintains operational procedures and checks that they are executed following agreed standards.</p> <p>Investigates and enables the resolution of operational issues. Provides reports and proposals for improvement, to specialists, users and managers.</p>	Level 4 - ITOP

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
	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
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	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	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	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
Delivery and Operation, Technology Management	Facilities Management Planning, designing and managing the buildings, space and facilities which, collectively, make up the IT estate.	Level 5 - DCMA
Delivery and Operation, Technology Management	Systems Installation and Removal Installing and testing, or decommissioning and removing, systems or system components.	Level 4 – HSIN
Delivery and Operation, Technology Management	Network Support Providing maintenance and support services for communications networks.	Level 5 - NTAS
Delivery and Operation, Service Management	Incident Management Coordinating responses to a diverse range of incidents to minimise negative impacts and quickly restore services.	Level 4 – USUP



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Version Control		
Version	Summary of Changes	Date
V1.0	New Role Description created for new role	12.06.2020
V1.1	Updated to new format including, SFIA 8 (focus on ITOP) requirements and other minor amendments.	29.08.2023
V1.2	Updated to new template, capabilities. SFIA 9 and other amendments across RD. SAP Nos added	05.05.2026

Roles attached							
Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region
50665147	TCSC	50665148	TCSC	51306818	TCSC	51306819	TCSC
51306820	TCSC	51306821	TCSC	51386822	TCSC	51306823	TCSC
51306810	TCSC						