Role Description
Systems Administrator – Electronic Collection

Cluster	Department of Premier
Agency	Law Enforcement Conduct Commission
Division/Team	Integrity/Electronic Collection
Location	Sydney CBD
Grade	Clerk 7/8
Kind of Employment	Ongoing
ANZSCO Code	262113
PCAT Code	263312
Date of Approval	September 2023

Department/Agency overview

The Law Enforcement Conduct Commission (LECC) is an independent body exercising royal commission powers to detect, investigate and expose serious misconduct within the NSW Police Force and the NSW Crome Commission that may have occurred, be occurring, be about to occur or that is likely to occur. The LECC also independently monitors and reviews the investigation of complaints by the NSW Police Force and the NSW Crime Commission about the conduct of their officers. In doing so the LECC recognises the primary responsibility of those agencies to investigate and prevent officer misconduct and corruption within those agencies, while providing for oversight of those functions.

The LECC works collaboratively with the NSW Police Force and the NSW Crime Commission to educate and promote the prevention and elimination of officer misconduct, particularly through the identification of systemic issues that are likely to be conducive to the occurrence of officer misconduct and corruption. The LECC also undertakes independent, real time monitoring of critical incident investigations undertaken by the NSW Police Force, and can make reports on the conduct of critical incident investigations by the NSW Police Force.

The LECC plays a key role in strengthening the integrity of law enforcement in NSW.

Primary purpose of the role

The Systems Administrator is responsible for assisting in the coordination, maintenance and technical support services to the Electronic Collection Unit (ECU) including forensic investigation of information, technical support of telecommunications interception (TI) and other interception systems and analysis and dissemination of surveillance device product.

The role collaborates proactively with teams to achieve outcomes in line with the LECC's objectives and on occasions works in conjunction with the Covert Services Unit (CSU) and the Information and Technology (IT) team.

Key accountabilities

- Assist in the coordination, maintenance and technical support of TI equipment and identify, recommend and implement innovative and efficient processes and procedures to sustain and improve ECU access to operational information.
- Assist in the coordination, maintenance and technical support of the computer forensics distribution network and the surveillance device recording and distribution networks.

- Provide high level technical support and advice on operational and administrative matters in relation to TI related matters to support the delivery of LECC objectives.
- Assist in the forensic examination of devices in support of LECC investigations.
- Provide technical support and advice on TI services to support covert and overt technical operations as required.
- Undertake research on technology, methodology and tactics relating to the support of operational and administrative matters and in consultation with the LECC's ICT staff and other stakeholders to support the ongoing improvement of related processes and practices.
- Research, identify and implement ongoing cost-effective options for innovative systems development particularly relating to IP data to drive value for money technology and services relevant to TI.
- Attend court and give evidence as required on related matters.

Key challenges

- Providing effective technical support to the ECU in the gathering of high quality information, intelligence and/or evidence whilst balancing competing priorities and timeframes.
- Analysing substantial quantities of information and ensuring integrity of data and information whilst maintaining a high standard of support for operational and administrative matters.

Key relationships

Who	Why
Internal	
Director Electronic Collection & IT	• Day to day work issues • Assessing task direction and progress • Receive technical advice and support • IT related matters requiring discussion and review
Senior Systems Administrator	• Day to day work issues • Assessing task direction, priorities and progress • Receive technical advice and support • ECU IT related matters requiring discussion and review
Electronic Collection Unit	• Share project and systems related information • Provide and receive advice and support
Director Covert Services	• Receive technical advice and support • IT related matters requiring discussion and review
Covert Services Unit	• Share information relating to operational matters • Discuss research and development opportunities
External	
Police and other law enforcement and regulatory bodies	• Share technical advice and support • Share research and development ideas and findings • Share information on emerging technologies and methodologies
IT System Manufacturers	• Project & research related purposes • Service issues relating to systems administration • Schedule and attend system upgrades
Partner Agencies (i.e. ICAC)	• Provide technical advice and support

Role dimensions

Decision making

The Systems Administrator – Electronic Collection operates with independence in the determination of day to day work prioritisation. The role is guided by policies, procedures and precedents in the delivery of day to day work. The role provides advice on TI and is responsible for applying knowledge, logic, sound judgement and initiative in the resolution of systems administration issues and in providing recommendations.

The Systems Administrator will seek final decisions from the Director Electronic Collection & IT relating to policies, procedures, reports and matters that have the potential to be controversial or damaging to the LECC's reputation.

Reporting line

This position reports directly to the Senior Systems Administrator - Electronic Collection.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Tertiary qualification in IT and relevant industry certifications and qualifications or equivalent demonstrated experience in computer forensics and digital technology.
- Sound knowledge, application and ability of methodology related to technical support services in a law enforcement or regulatory environment.
- A probity assessment to establish reliability, trustworthiness, integrity and suitability of employment. In addition, LECC officers are also required to obtain a commonwealth security clearance, with Systems Administrator – Electronic Collection requiring clearance at a NV1 classification.

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

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**
	Display Resilience and Courage	Adept
	Act with Integrity	**Adept**
	Manage Self	Adept
	Value Diversity	Intermediate
	**Communicate Effectively**	**Adept**
	Commit to Customer Service	Intermediate
	Work Collaboratively	**Adept**
	Influence and Negotiate	Intermediate
	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	**Adept**
	Finance	Intermediate
	Technology	**Advanced**
	Procurement and Contract Management	Intermediate
	Project Management	**Intermediate**

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 Act with Integrity	Adept	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• 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 Communicate Effectively	Adept	• Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Work Collaboratively	Adept	• 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 Think and Solve Problems	Adept	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Results Demonstrate Accountability	Adept	• Assess work outcomes and identify and share learnings to inform future actions • Ensure that actions of self and others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others • Conduct and report on quality control audits • Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Technology	Advanced	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Identify opportunities to use a broad range of communications technologies to deliver effective messages • 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 Project Management	Intermediate	• Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans