



## JOB DESCRIPTION FORM Manager Systems (CCC0070)

Operational Support Directorate

### POSITION DETAILS

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Classification Level:	Level 7
Award/Agreement:	CCC Industrial Agreement 2013 (or subsequent replacements)
Position Status:	Up to 5-year appointment
Organisation Unit:	Operational Support - Electronic Collections Unit
Responsible To:	Assistant Director Electronic Collection and Discovery - Level 8
Direct Report:	Senior Technical Specialist - Data Engineer and Intelligence System - Level 6 Senior Technical Specialist - Systems and Security - Level 6 Technical Specialist - Electronic Collection - Level 5

### ROLE SPECIFIC RESPONSIBILITIES

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The Operational Support directorate is responsible for the delivery of high-quality capabilities to the Commission's serious misconduct and unexplained wealth investigations. This includes the effective delivery of covert surveillance and electronic collection activities.

The **Manager Systems** is responsible for ensuring the Commission's electronic interception capabilities and operational network remain contemporary, secure, reliable and fit for purpose. This work involves management of all aspects of the Electronic Collection Unit's (ECU) Information Technology (IT) infrastructure, networks and telecommunication systems; provision of technical documentation, information and policies; and management of projects to develop new capabilities to support business requirements.

- Manages the Commission's operational network, telecommunications interception (TI) and surveillance devices (SD) monitoring and recording systems ensuring they are operating optimally.
- Manages and undertakes technical improvement processes, and installation of new systems and technical equipment.
- Troubleshoots problems reported by users or identified in system logs and identifies technical solutions.
- Develops and maintains all technical information, policies and procedure documentation for ECU systems use.
- Develops, implements and manages industry standard configuration and change management systems appropriate to Commission requirements.
- Maintains an industry standard infrastructure issue management and resolution system.
- Maintains network and systems design documentation.
- Facilitates and delivers training designed to develop the technical knowledge and skills of the unit.
- Monitors and reports on system performance against standards.
- Maintains current knowledge of emerging technologies, and IT communication standards and legislation, in the disciplines of voice, video and data communications.
- Reviews current technical designs and configurations of ECU IT infrastructure, networks and

telecommunication systems against ICT industry standards.

- Assesses system improvement options in the context of ECU requirements and industry related issues.
- Assists in the development of strategic plans for the ECU and in the preparation of technology proposals and tender specifications.
- Manages service contracts to achieve quality outcomes.
- Undertakes research to inform decisions related to technical requirements.
- Coordinates development of new capabilities.
- Oversees project lifecycle of ECU systems.
- Engages with government agencies, law enforcement, and intelligence counterparts on matters related to ECU system capabilities.
- Engages with industry experts and key stakeholders across the Commission to implement contemporary and innovative technology solutions.
- Provides accurate, clear and professional advice to the Assistant Director Electronic Collection and Discovery on electronic collection capabilities and environmental trends.
- Develops, manages and supervises delegation of work to service providers and/or staff to ensure that day-to-day system and infrastructure support remains efficient and effective.
- Establishes requirements for appropriate governance and provides governance advice across the Commission's technology platform, including the integration of ECU systems with other solutions.
- Reviews application and system framework to ensure that security standards meet industry best practice and compliance with relevant legislation.
- Maintains contemporary knowledge and understanding of electronic collection best practice.
- Performs other duties and tasks as required in support of the directorate's objectives.

## **ESSENTIAL CAPABILITY REQUIREMENTS**

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Five core capabilities form part of the Commission's [Capability and Leadership Framework](#). They define the desired behaviours and capabilities required for successful performance at the Commission. Each capability is supported by a set of behavioural indicators which are accessible from the Commission's [website](#).

Applicants will be assessed on the following essential capability requirements and will need to ensure consideration is given to the behavioural indicators relevant to the classification level and within the context of the advertised role.

### **Shapes and manages strategy**

- Anticipates, analyses and manages emerging issues.
- Develops innovative solutions to complex problems.

### **Achieves results**

- Works independently and manages individual and team work deliverables, as required.
- Proactively collaborates with others to achieve results.
- Displays a strong work ethic and resilience.

### **Builds productive relationships**

- Proactively builds trust and effectively collaborates and maintains relationships with a diverse group of stakeholders.

### **Exemplifies personal integrity and self-awareness**

- Displays judgement, initiative and professionalism and encourages these standards in others.
- Continually develops self and others.

### **Communicates and influences effectively**

- Communicates complex information in a clear and compelling manner for the target audience.

## Role Specific

- Contemporary experience in network design, installation and support of secure complex information technology systems in a law enforcement environment or similar.
- Relevant experience with installation of technical equipment in a data-center environment.
- Strong ICT management knowledge and experience with service delivery, change management and service issue tracking.
- Relevant experience in the setup, testing, maintenance, operation and evaluation of IT systems including:
  - Local area, wide area and virtual private networks;
  - Firewalls, routers, switches, server operating systems, terminal server environments and network storage devices;
  - Virtualised infrastructure environments such as VMWare, Hyper-V or Citrix;
  - Voice, video and data communication lines and equipment; and
  - Compiling and maintaining System documentation.
- Relevant tertiary qualifications and/or industry certifications.

## WORK HEALTH AND SAFETY REQUIREMENTS

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You will take reasonable care to protect your own safety and health at work, and that of others by adhering to the safety and health policies and procedures of the Commission and complying with all provisions of the *Work Health and Safety Act 2020*.

## PRE EMPLOYMENT REQUIREMENTS

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To be appointed to the position of **Manager Systems** you will need to:

- be an Australian citizen or be immediately eligible for Australian Citizenship;
- undergo and maintain stringent security vetting;
- hold an unrestricted Driver's License; and
- be available to work outside of normal business hours as required, including being on-call.

**Working Conditions/Special Allowances:** Ordinary hours of duty Monday to Friday, however, the position will be required to work outside normal hours for operational reasons in accordance with the relevant Industrial Agreement(s).

## CERTIFICATION

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The details contained in this document are an accurate statement of the responsibilities and capabilities of the position.

Emma Johnson

CHIEF EXECUTIVE



Signature

15 December 2025

Date