

POSITION DESCRIPTION

Position details

Position Title	Technical Officer
Team/Branch/Group	Radio Spectrum Management Policy & Planning Competition Consumer and Communications Branch, Building Resources & Markets Group
Location	Wellington
Date	November 2017

Our purpose

Our purpose is to grow the New Zealand economy to provide a better standard of living for all New Zealanders. To achieve this, we need a strong, high performing economy, where for example, people (workers, consumers and investors) are protected and aware of their rights and obligations; and the integrity of the environment is maintained.

As one of New Zealand's largest government agencies, the work we do impacts the lives of all New Zealanders. We work to increase household incomes by helping businesses to be more productive and internationally competitive, increasing opportunities for all New Zealanders to participate in the economy through improved job opportunities, and by ensuring quality housing is more affordable.

This is all echoed in our Māori identity – Hikina Whakatutuki – which broadly means “lifting to make successful”.

How we work

Our aspiration is that MBIE is a great place to work where great work gets done.

We believe in harnessing the potential of our people and the diverse skills and life experiences they bring to MBIE.

Our targets are challenging and require us to work with others, and across the Ministry (making the most of our size and scope).

Our people will need to adopt a generous disposition and actively seek out opportunities to be purposely collaborative across MBIE. This means asking ‘why not?’ instead of ‘why?’, and leveraging off the collective that is MBIE in the pursuit of goals that stretch right across teams, branches and groups.

We work across government, and New Zealand, in a way that enables us to expand and deepen our understanding of businesses and markets. We use our extensive presence across New Zealand and around the world to make and leverage domestic and global connections.

With our Crown entity partners we work collaboratively with other government agencies; local government; businesses; industry, sector, union and employer groups; consumer groups; Māori leaders; and scientists to develop and deliver fit-for-purpose policy, services, advice and regulation that support people, businesses, communities and regions to be successful.

As the lead agency for providing government services for business, we are focussed on making it easier for business to interact with government.

Our character

Shape We shape the agenda by challenging the status quo, and by generating and adopting new

ideas, to bring those ideas to life.

Collaborate	We support each other, engage early and proactively partner in pursuit of shared goals.
Deliver	We have a can do attitude, take ownership, act with purpose, urgency and discipline, take calculated risks, celebrate success and learn as we go.

Our structure

The Ministry comprises around 3,200 staff operating in New Zealand with a further 400 staff in overseas locations.

The Ministry has seven business groups: Building, Resources and Markets; Corporate, Governance and Information; Finance and Performance; Immigration New Zealand; Labour, Science and Enterprise; Market Services; and the Office of the Chief Executive.

The Technical Officer position reports into the Manager Radio Spectrum Management Policy & Planning, in the Building, Resources and Markets business group.

The functions in this group are:

- ICT Policy and Programmes
- Business Law
- Competition and Consumer Policy
- Financial Markets
- Radio Spectrum Policy & Planning
- Communications Policy
- Digital Economy Work Programme

Position purpose

The Technical Officer, Policy & Planning, maintains the regulatory responsibilities of the Radio Spectrum Management Group in accordance with the requirements of the Radiocommunications Act 1989 and Radiocommunications Regulations 2001, and based upon operational decisions, policies and practices. In particular the Technical Officer has responsibility for managing satellite filing processes in accordance with the procedures set by the International Telecommunications Union and for assisting with the management of licences that use Crown-owned spectrum.

Technical Officer is a specialist position in MBIE. The Technical Officer will bring their business understanding and perspective to work in partnership with their manager and other staff.

Key relationships

External:

- Staff in other government agencies
- Suppliers of goods and services
- Stakeholders
 - Broadcasters
 - Cellular operators
 - Fixed Network operators
 - Land Mobile operators
 - Maritime & Aeronautical services
 - Approved Radio Engineers/Certifiers
 - Approved Radio Examiners

Internal:

- Radio Spectrum Management Licensing
- Radio Spectrum Compliance

Key accountabilities and deliverables

Responsibilities of this position are expected to change over time as the Ministry responds to changing needs. The incumbent will need the flexibility to adapt and develop as the environment evolves.

Key accountability or deliverable	Indicators of success
<i>Critical success factors</i>	<p>The Technical Officer will be required to deliver results in the following areas:</p> <p><i>Satellite filing</i></p> <ul style="list-style-type: none"> • Register and manage satellite filing and coordination requests <ul style="list-style-type: none"> ○ Respond to incoming email enquiries within set timeframe ○ Check and log applications on receipt ○ Check and log coordination requests on receipt ○ Set up files and monitor progress through the process ○ Review the filing application to ensure completeness of information provided by the applicant ○ Complete initial assessment ○ Liaise with applicants about any missing information from their application ○ Respond to requests for information ○ Ensure all steps in documented processes are followed ○ Documentation provides a full record of the assessment and its components to establish a clear audit trail of the findings and outcome. ○ Provide performance reports as required <p><i>Management of Crown-owned spectrum</i></p> <ul style="list-style-type: none"> • Assist with the management of spectrum licences in Crown-owned management rights <ul style="list-style-type: none"> ○ Respond to incoming email enquiries within set timeframe ○ Check and log applications on receipt ○ Set up files and monitor progress through the process ○ Review applications to ensure completeness of information provided by the applicant ○ Complete initial assessment ○ Liaise with applicants about any missing information from their application ○ Respond to requests for information ○ Ensure all steps in documented processes are followed • <p><i>Technical support</i></p> <ul style="list-style-type: none"> • Perform general administration and support functions including, but not limited to: <ul style="list-style-type: none"> ○ Communications support (general enquires, mail, faxes and publications) ○ Invoicing ○ Liaise with Licensing team in implementing licensing rules for satellite/spec-related licence applications. <p><i>Other</i></p> <ul style="list-style-type: none"> • Provide input with respect to the spectrum planning framework • Provide support to planning/policy team members for specific project

Key accountability or deliverable	Indicators of success
	<p>work.</p> <ul style="list-style-type: none"> Look for opportunities to improve work processes to enhance the operation of RSM
<p>Client Focus</p> <p><i>Respond to client queries and requests relating to technical licensing information</i></p>	<ul style="list-style-type: none"> Client feedback reports highly on the quality, capability and integrity of the staff member's performance Client Service equals or exceeds internal standards Service delivery performance equals or exceeds internal standards Quality issues are identified and raised with Manager Issues of potential risk e.g. deficiencies in procedures or ways procedures are carried out, are identified and raised with Manager. Feedback client expectations and resource use trends to RSM & RSPP management
<p>Strategic Focus</p> <p><i>Promote and support RSM's business objectives and strategic priorities</i></p>	<ul style="list-style-type: none"> Actively contribute to the development of a future vision for RSM which embodies wider branch and Ministry strategic objectives Implement the strategies set out in the business plan Provide views and feedback, from an operational perspective, on current legislation and law reform processes. Have an awareness of RSM's contribution to the economic development agenda. Identify opportunities for RSM to participate beyond its traditional boundaries, particularly for the benefit of major clients. Work across the branch and Ministry as opportunities arise. Effective individual participation in projects and RSM promotion opportunities, e.g. promoting the use of IT based systems and services to stakeholders
<p>Safety and wellbeing</p> <p><i>Manages own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents, incidents and near misses</i></p>	<ul style="list-style-type: none"> Manages own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents. Ensures own and others' safety at all times. Complies with relevant safety legislation, policies, procedures, safe systems of work and event reporting. Reports all incidents/accidents, including near misses in a timely fashion.

Competencies	
Cultivates Innovation	<p>Shape the agenda, creating new and better ways for the organisation to be successful, by</p> <ul style="list-style-type: none"> Coming up with useful ideas that are new, better or unique Challenging the status quo Introducing new ways of looking at problems Generating and adopting new and creative ideas, and putting them into practice Encouraging diverse thinking to promote and nurture innovation
Nimble Learning	<p>Actively learn through experimentation when tackling new problems, using both successes and failures as learning fodder, by</p> <ul style="list-style-type: none"> Learning as we go, when facing new situations

	<ul style="list-style-type: none"> • Experimenting to find new solutions • Taking on the challenge of unfamiliar tasks • Extracting lessons learned from failures and mistakes • Being flexible and responsive to changes in requirements • Identifying personal learning opportunities • Finding own solutions where possible
Collaborates	<p>Support others, building partnerships and working collaboratively with others to meet shared objectives, by</p> <ul style="list-style-type: none"> • Working co-operatively with others across MBIE, the public sector and external stakeholder groups to achieve shared objectives • Balancing competing interests and priorities appropriately and in line with MBIE's priorities • Identifying, engaging early and partnering with relevant stakeholders to get work done • Crediting others for their contributions and accomplishments • Gaining trust and support of others. • Addressing behaviours that do not align with our culture • Seeking and respecting the views and opinions of others • Providing timely and helpful information to others across the organisation
Customer Focus	<p>Build strong customer relationships and delivering customer-centric solutions, by</p> <ul style="list-style-type: none"> • Gaining insights into customer needs • Delivering quality, accurate, timely service and customer focussed solutions • Identifying opportunities that benefit the customer and will improve service delivery • Building and delivering solutions that meet customer expectations • Establishing and maintaining effective customer relationships • Pro-actively partnering in pursuit of shared goals. • Actively seeking and responding to customer feedback
Action Oriented	<p>Take on new opportunities and tough challenges with purpose, urgency and discipline, by</p> <ul style="list-style-type: none"> • Readily taking ownership and action on challenges, without unnecessary planning, and being accountable for the results • Identifying and seizing new opportunities • Displaying a can-do attitude in good and bad times, and celebrating success • Stepping up to manage tough situations and encouraging my colleagues to do the same
Decision Quality	<p>Make good and timely decisions that keep the organisation moving forward, by</p> <ul style="list-style-type: none"> • Making sound decisions, even in the absence of complete information • Relying on an appropriate mix of analysis, wisdom, experience and judgement to make valid and reliable decisions • Considering all relevant factors and using appropriate decision-making criteria and principles, taking calculated risks where required • Recognising when a quick 80% solution will suffice, and when it will not • Analysing information to make effective decisions in order to improve performance
Organisational commitment and public service	<p>Role models the standards of Integrity and Conduct for the State Services Contributes to the development of, and helps promote and builds commitment to MBIE's vision, mission, values and services, by</p> <ul style="list-style-type: none"> • Willingly undertaking any duty required within the context of the position • Managing own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents • Understanding Equal Employment Opportunities (EEO) principles and the application of these to MBIE • Complying with all legislative requirements and good employer obligations

Personal specifications

Qualifications

Preferably a New Zealand Qualifications Authority (NZQA) National Certificate in Telecommunications (Level 4), or equivalent (or higher) qualification. Understanding of the satellite industry an advantage but not a prerequisite.

Skills and Experience

Cognitive Power

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- Makes well-informed decisions with an understanding of the technical and policy implications of decisions and actions
 - Attention to detail

Knowledge and Skills

- [Ideally] qualification in relevant radio engineering or a related technical discipline, or practical radio communications experience
- Ability to balance policy and technical issues and present issues with simplicity and clarity that can be understood by a range of audiences
- Relationship management skills
- Written and oral presentation skills

Emotional Intelligence

- Social deftness to positively influence internal and external stakeholders, and earn their respect, trust and confidence
- Confident and persuasive personality
- Desire to work independently, but with a high level of cooperation across the wider technical and non-technical teams
- Demonstrated ability to create and enhance working relationships within a team environment
- Sound customer service skills

Values

- Supports Ministry purpose, mission and values and encourages others to work within them
- Willingness to work on both effective service delivery and strategic change
- Builds and develops a working environment that achieves the business objectives
- Willingness to undertake challenging tasks in pursuit of long-term positive outcomes
- Desire to get things done
- Recognises need for effective collaboration across the Branch and Ministry to achieve goals.

Must have the legal right to live and work in New Zealand.
