Technical Support Officer - AO: High Tech Crime Group (NCIG)

Position Details

Reports to: Regional Manager: Digital Forensics Unit: HTCG (NCIG)

Location: Generic

District/Service Centre: NCIG

Shift work/non shift work: non shift work

Group: National Operations

Remuneration range: Band D

PHPF Level Purpose: Individual Contributor

Employee Type: Police Employee – Authorised Officer

Direct reports: N/A

Delegated financial authority: N/A

Context

New Zealand Police is the lead agency responsible for reducing crime and enhancing community safety. We work in partnership with individuals, communities, businesses and other public sector agencies to achieve our vision to have the trust and confidence of all.

Purpose

The purpose of the National Operations is to enable and deliver Our Business through coordinated national services.

To support the delivery of these outcomes the Technical Support Officer will be responsible for contributing to a successful and efficient Digital Forensics Unit through providing both technical and administrative support to the Digital Forensics Unit. This role is positioned at the front of the Digital Forensics Unit as the first point of contact.

The purpose of leadership in this role is to deliver (or enable others to deliver) Our Business.

Accountabilities

1. Be safe and feel safe

- Understand the hazards in your work area and eliminate or minimise the associated risk.
- Report all accidents, incidents and near misses in MyPolice in a timely fashion.
- Actively participate in Wellness and Safety initiatives and training

2. Service delivery

- Under supervision, assists in examinations, providing technical support to the Digital Forensics Unit.
- Assist and contribute to the investigation of offences, including:
  - Generating forensic copies of evidential items
  - Carrying out basic data extraction and recovery processes
  - Basic analysis of selected files and exhibits
  - Assist in the preparation of reports

- Managing exhibit custody, ensuring correct documentation is received and sent with exhibits.
- Ensure that the security and integrity of all exhibits and equipment is maintained.
- Carrying out mobile device extractions. Prepare machine produced evidence for Officer in Charge (OC) review.
- Carry out basic mobile device examinations and prepare data for OC review.
- Managing and maintaining preview facilities in the Digital Forensics Unit. Keep all acquisition and mobile device examination machines up to date in the Digital Forensics Unit.
- Acquire and preserve cloud based data.
- Prepare extracted cloud data for OC review.
- Assist and provide technical support on search warrants.

3. Customer Service

- Provide a reception facility and first point of contact between investigating officers and Digital Forensics Unit staff. Responsible for receiving case files and exhibits, and ensuring they are entered in to the local lab management system. Comply with guidelines, procedures and standards as instructed.
    - Provides administrative support to the Digital Forensics Unit by:
    - Ensuring consumable stores are monitored and maintained.
    - Ensuring all Digital Forensics Unit exhibits are registered in the local database.
    - Being responsible for maintaining this database and assisting the regional manager with annual audits.
    - Maintaining and monitoring case files in the Digital Forensics Unit and updating the status of these files as they progress through official proceedings.
    - Ensuring that all service requests and complaints are met with a professional, customer focused and timely response.
    - Contributes to identifying issues, developing and implementing appropriate strategies to improve the service provided.
    - Assisting in maintenance and update Digital Forensics Unit documentation and report templates.

4. Team work

- Co-operates and works effectively with other members of the High Tech Crime Group team in order to achieve team goals and standards.
- Takes the constructive approach to team efforts and supports other team members where possible.
- Positively and constructively contributes to team efforts, and proactively supports other team members where possible.
- Maintains efficient communication channels amongst colleagues and other stake holders.
- Communicates effectively with Digital First Responders, keeping them informed of changes and processes.

5. Relationship management

- Establishes and maintains positive working relationships with other members of Police including: investigators, prosecutors, supervisors and members of other forensic sections, Crown Prosecutors, lawyers, other government agencies.

Additional Requirements

For selection purposes, candidate suitability will be considered in relation to:

1. potential to perform well in the position, given a reasonable period of time for familiarisation and/or training.
2. personal attributes and temperament relevant to the position.

3. general health which will allow for the performance of all duties and functions of the position (for constabulary employees a current PCT is an indicator of general health).
4. must be able to obtain and maintain the delegation of Authorised Officer.

Pre-Employment Checks

- A non-core Children's Worker security check is required