Role Description
Senior Network Controller

Role Description Fields	Details
Department/Agency	Department of Customer Service
Division/Branch/Unit	NSW Telco Authority
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	313199
OSCA Code	314199
PCAT Code	1336292
Role Family/Function/Type	Digital, ICT & Technology/ Telecommunications
Date of Approval	June 2021 (Updated template Aug 2025, Sep 2026)
Agency website	www.customerservice.nsw.gov.au

Primary purpose of the role

The Senior Network Controller is the key Agency contact and network operations interface between the operations, business units and Emergency Service Organisations (ESOs). The role oversees the Government Radio Network (GRN) traffic mitigation plan in conjunction with Emergency Services Organisations to facilitate the timely restoration of radio network operations during declared emergency event, or critical incident.

Key accountabilities

- Collaborate and consult with ESOs and other key internal and external stakeholders during emergencies and critical incidents to influence and gain support of key decisions, manage expectations, and ensure appropriate responses are implemented that provide customer focused solutions.
- Provide key leadership of radio network traffic management including decision-making on traffic management matters during an incident, approving traffic mitigation changes, receiving and triaging traffic mitigation notifications and changes to facilitate the timely restoration of network operations.
- Manage all escalations related to services from ESOs and the Telecommunications Emergency Management Unit (TEMU) to identify, influence and resolve network operational issues to ensure high availability of network platforms.
- Provide expert advice during times of traffic management or network issues during a declared emergency event, or critical incident to support and guide all stakeholders and ensure alignment to the associated management plans and processes, and statutory obligations.
- Identify and develop mitigation stages in line with plans and processes on behalf of ESOs to facilitate highly responsive actions during critical incidents.
- Contribute to the business unit's operational emergency planning and management to ensure it reflects the needs of all stakeholders and supports the development of long-term strategic plans.
- Liaise with agency emergency services representatives during incidents and events to understand agency communication requirements and appropriately manage radio network service capacity and availability.
- Collect and analyse operational data to identify emerging trends and provide thorough consideration of the impact of decisions and the implications on network and agency operational functions.

Key challenges

- Managing the provision of proactive and reactive support, while ensuring strategic and tactical objectives are aligned.
- Consulting and negotiating with diverse stakeholders, to reach consensus, given their varying expectations and viewpoints.
- Ensuring required controls are adhered without compromising responsiveness and availability in high volume environment with competing priorities.

Key relationships

Internal

Who	Why
Manager	• Escalate issues, keep informed, advise and receive guidance and instructions • Determine support requirements and plan for requested changes Support the development long-term strategic plans
Direct report/s	• Provide expert advice and guidance on relevant matters • Report on and guide the development of process improvements • Inspire and motivate team, provide direction, and manage performance • Manage the flow of information, seek clarification, and provide advice and responses to ensure prompt resolution of issues
Work team	• Support team members and work collaboratively to contribute to achieving business outcomes • Facilitate meetings to obtain working group perspective and share information
Customers/Stakeholder	• Develop and maintain effective working relationships, engaging • Obtain input and evaluations of critical systems and processes • Identify and develop alternate delivery/service strategies • Share and integrate business continuity plans within broader business continuity plans

External

Who	Why
Emergency Service Organisations (ESOs) Representatives	• Manage and report on Managed Network Partner (MNP) related KPI's and performance targets • Keep abreast of new technologies and trends within the industry • Provide sound and reliable information, manage expectation, resolve, and provide customer-focused solutions to issues. • Communicate and negotiate outcomes with parties and their representatives

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully

accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

Reporting line

Manager

Direct reports

Various

Budget/Expenditure

As per the Customer Service Delegations

Key knowledge and experience

- Demonstrated experience in emergency management or incident management.
- Demonstrated relevant working experience in Telecommunications or in a similar role / industry.

Essential requirements

- Must have, or be able to attain and maintain, baseline security clearance as a condition of employment.
- May be required to work out of hours.

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.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Acknowledge when someone challenges your ideas, seek to understand why and respond appropriately • Raise and work through challenging issues and seek alternatives • Respond professionally when under pressure and in challenging situations	Adept
	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customers' experience and engage people with lived experience to inform service improvements • Create opportunities to learn about and measure what is important to customers by engaging with a wide range of customer experience • Use customer data, feedback and insights to improve service delivery • Find opportunities to collaborate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in your area of expertise • Connect and collaborate with relevant customers from the community	Adept
	**Influence and Negotiate** Gain consensus and commitment from others, and resolve issues and conflicts	• Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to share and debate ideas to help reach a consensus • Recognise diverse perspectives and the need for compromise when negotiating mutually agreed outcomes • Influence others with a fair and thoughtful approach and sound arguments • Be sensitive and show understanding when resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Consider the future aims and goals of the team, business unit and your organisation when prioritising work • Set, prioritise, consult on and develop team and business unit goals, strategies and plans • Anticipate, assess and respond appropriately to the impact of changes, including changes to government policy and economic conditions, on team or business unit goals • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust plans accordingly	Adept
	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Undertake objective, critical analysis to reach accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Consider the wider business context when thinking about options to resolve issues • Explore a range of possibilities and creative alternatives to improve systems, processes and business practices • Put systems and processes in place that are supported by high-quality research and analysis • Look for opportunities to design innovative solutions to meet customers' needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria	Advanced
	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Promote using creative and accessible technology in your organisation • Actively manage risk to ensure compliance with cyber security and acceptable use of technology, including record keeping, cybersecurity, privacy, and responsible artificial intelligence use • Keep up to date with new technology and technological trends to understand how using them can support business outcomes • Seek advice from appropriate subject matter experts about using technology to achieve business strategies and outcomes • Lead the appropriate use of digital systems, ensuring outputs are aligned with legal, ethical, and organisational standards	Advanced

Capability group/sets	Capability name	Behavioural indicators	Level
	**Optimise Business Outcomes** Manage people and resources effectively to achieve public value	• Initiate and develop longer term goals and plans to guide the team's work in line with organisational objectives • Consider impacts of industry trends when planning and allocating resources to achieve business outcomes • When planning resources, implement processes that encourage the attraction and retention of people with diverse cultures, backgrounds and experiences • Ensure team members base their decisions on a sound understanding of public sector business and risk management principles • Monitor performance against standards and keep others informed about progress and performance outcomes	Adept

Occupation specific capability set

Capability group/sets	Capability name	Behavioural indicators	Level
SFIA	**Incident Management** Coordinating responses to a diverse range of incidents to minimise negative impacts and quickly restore services.	• Responsible for the operation of the incident management process. • Manages incident communications, ensuring all parties are aware of incidents and their role in the process. • Leads the review of major incidents and informs service owners of outcomes. Ensures incident resolution within service targets. Analyses metrics and reports on the performance of the incident management process. • Develops, maintains and tests incident management policy and procedures. Ensures compliance with regulatory requirements.	Level 5 - USUP

Capability group/sets	Capability name	Behavioural indicators	Level
SFIA	**Stakeholder and relationship management** Systematically analysing, managing and influencing stakeholder relationships to achieve mutually beneficial outcomes through structured engagement.	• Identifies the communications and relationship needs of stakeholder groups. • Translates communications/stakeholder engagement strategies into specific activities and deliverables. Facilitates open communication and discussion between stakeholders. • Acts as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans. Provides informed feedback to assess and promote understanding. • Facilitates business decision-making processes. Captures and disseminates technical and business information.	Level 5 - RLMT

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
Personal attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
Personal attributes	Manage Self	Be persistent, self-reflect and commit to learning	Adept
Personal attributes	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Communicate Effectively	Communicate clearly, pay attention to others and respond with understanding and respect	Adept
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
Results	Deliver Results	Achieve results by using resources efficiently and committing to quality outcomes	Adept
Results	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Adept

Capability group/sets	Capability name	Description	Level
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and use effective ways to plan, coordinate and control projects	Intermediate
	Manage and Develop People	Engage with and motivate staff, and develop their capability and potential	Intermediate
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Manage Reform and Change	Support and champion change, and help others to engage with change	Intermediate

Occupation specific capability set

Capability group/sets	Capability name	Description	Level
SFIA	Methods and tools	Leads the adoption, management and optimisation of methods and tools, ensuring effective use and alignment with organisational objectives.	Level 5 - METL