



# **ASO4 Telecommunications Data Coordinator Telecommunications Interception Section Investigation Support Branch**

## **ORGANISATIONAL OVERVIEW**

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South Australia Police (SAPOL) provide a diverse range of services to the community. These services are aimed at producing a safe and peaceful environment by the minimisation of crime and disorder. It is a large complex organisation which, because of the nature of its operations, is constantly subject to public scrutiny and accountability. It provides services to a range of different locations (over 100) spread across the State on a 24-hour a day basis.

SAPOL's vision is to provide 'Safer Communities'. All SAPOL employees are guided by Our Values of Service, Integrity, Courage, Leadership, Collaboration and Respect. SAPOL is an organisation with a proud history and an exciting vision for the future.

## **POSITION OVERVIEW**

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### **Summary**

Crime Service comprises of Serious Crime Coordination Branch, Financial and Cybercrime Investigation Branch (Confiscation Section, Cybercrime Investigations Section, Serious and Organised Financial Crime Investigation Section, Digital Evidence Section, Forensic Accounting Section, Intelligence Section), Serious and Organised Crime Branch (Drug and Organised Crime Task Force, Serious Crime Task Force, Crime Gangs Task Force and Criminal and Drug Intelligence Unit), Major Crime Investigation Branch, Investigation Support Branch and Public Protection Branch provides an integrated specialist investigation service against serious, organised or complex criminal activity. The Service also provides support in the investigation of crime which by reason of seriousness, public expectation, expertise or resource requirements is beyond the capacity of Regions/Districts.

Service

Integrity

Leadership

Collaboration

Courage

Respect



Investigation Support Branch encompasses five Sections, namely Telecommunications Interception Section (TIS), Covert Investigation Section, Technical Support Section, Surveillance Section, and Witness and Covert Support Section.

Telecommunications Interception Section (TIS), within the Investigation Support Branch, provides specialised operational and governance support by coordinating and managing lawful access to telecommunications data, intercepted communications, and surveillance device capabilities. The section oversees applications for Telecommunications Interception Warrants, Stored Communications Warrants, and Surveillance Device Warrants, and facilitates both historical and prospective (real-time) telecommunications data requests, ensuring activities comply with relevant Commonwealth and State legislation.

The Telecommunications Data Coordinator is accountable to the Officer in Charge, TIS and undertakes a range of duties relating to the access, coordination, and management of telecommunications data and metadata. This includes financial management, auditing and reporting on SAPOL activities associated with the acquisition, monitoring, and use of telecommunications interception, call charge records, metadata, and related data types, ensuring compliance with legislative, evidentiary, and governance requirements.

The incumbent is responsible for ensuring SAPOL compliance with all auditing and reporting requirements associated with:

- Telecommunications (Interception and Access Act) Act, 1979 [Commonwealth]
- Telecommunications (Interception) Act, 2012 [South Australia]
- Australian Attorney General’s Department
- Australian Communications and Media Authority
- Department of Communications
- Office of the Australian Information Commissioner
- Telecommunications Industry Ombudsman

**Special Conditions**

<b>Work Status</b>	The incumbent must be an Australian Citizen and will be subject to a criminal history check and a vetting protocol consistent with a National Security Clearance (NSC) to the minimum level of NV1 – Secret. The incumbent will be required to undergo pre-employment screening and submit a Statement of Interests (PD254) to assess their suitability for employment. The incumbent may be assigned to other duties at this remuneration level or equivalent.
<b>Location</b>	Adelaide CBD
<b>Qualifications</b>	N/A
<b>Out of Hours Work</b>	Some out of hours work may be required.
<b>Travel</b>	Some intrastate and interstate travel may be required.
<b>Performance Management</b>	The incumbent is required to participate in SAPOL’s iEngage program.

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## Reporting / Working Relationships

The Telecommunications Data Coordinator (TDC) is a member of the Telecommunications Interception Section (TIS) of the Investigation Support Branch (ISB). The incumbent reports directly to the Officer in Charge, Telecommunications Interception Section.

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## KEY OUTCOMES

- Serve as the primary point of contact for telecommunications data and metadata requests across SAPOL, providing specialist advice to stakeholders and ensuring compliance with relevant legislative requirements.
- Build and maintain effective working relationships with internal stakeholders and external service providers to support timely, accurate, and fit-for-purpose outcomes.
- Manage costs and monitor expenditure associated with telecommunications data requests in accordance with delegated financial and procurement requirements.
- Undertake regular financial reviews of telecommunications data and warrant-enablement activities; provide analysis and recommendations to improve efficiency and reduce operating costs.
- Support the preparation and coordination of telecommunications-related warrant applications and associated documentation, ensuring alignment with legislative and evidentiary requirements.
- Develop and refine request workflows and guidance material, advising investigators on appropriate pathways to support operational outcomes.
- Review, maintain, and improve processes and procedures to support compliance and operational effectiveness in response to changes in telecommunications data legislation and related policy requirements.
- Maintain the integrity and accuracy of records and datasets, ensuring appropriate recordkeeping, data extraction, and statistical reporting in line with legislative, governance, and audit requirements.
- Undertake complex analysis and provide informed interpretation to resolve non-routine telecommunications data requests and operational queries.
- Assess and quality assure telecommunications data requests for legislative compliance, completeness, and cost accuracy prior to escalation to authorised officers for approval.
- Provide administrative support to the branch, as directed.

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## QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

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### Essential Requirements

- Demonstrated knowledge of the Telecommunications (Interception and Access) Act 1979 (Cth) and Telecommunications (Interception) Act 2012 (SA), including associated determinations and regulatory requirements.
- Ability to interpret and apply legislative and technical knowledge to provide sound advice and recommendations that support operational investigations.
- High-level written and verbal communication skills, including the ability to provide clear, accurate advice on complex or sensitive matters with tact and diplomacy.
- Proven ability to establish and maintain effective working relationships with internal and external stakeholders.
- Demonstrated ability to work with limited supervision, prioritise competing tasks, maintain accuracy, and meet deadlines in a high-pressure environment.
- Proficiency in the use of information management systems to extract, analyse, and interpret telecommunications or related data.
- Demonstrated ability to deliver client-focused services in a sensitive environment, maintaining confidentiality, integrity, and professional credibility.
- Experience in financial management, including budget monitoring and the use of financial management systems.

### Desirable Characteristics

- Experience within a telecommunications data, intelligence, or investigative environment.
- Relevant tertiary qualification in a related discipline.
- Experience in process improvement, including contributing to the review and enhancement of systems, procedures, and workflows.

## CORPORATE RESPONSIBILITIES

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- Maintain accurate and complete records in accordance with the State Records Act 1997 and SAPOL policies, procedures, and practice guidelines.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector (issued under the Public Sector Act 2009) and comply with all relevant legislative requirements, including (but not limited to) the Public Sector Act 2009 and Work Health and Safety Act 2012.
- Contribute to SAPOL's commitment to an inclusive workplace by demonstrating behaviours that support a safe, respectful, and diverse environment where all employees are valued and supported to reach their potential.
- Apply Work Health and Safety (WHS) principles and risk management practices in accordance with the Work Health and Safety Act 2012, associated regulations, approved codes of practice, and AS ISO 31000:2018 Risk management – Guidelines.