

JOB DESCRIPTION

Job Title: ICT Specialist Engineer CTPSE	Location: CTP SE
Job Family: ICT	Role Profile Title: BB4 Police Staff
Reports To: IT Manager CTPSE	Band level: 4T
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: Provide specialist technical advice and support for specific technical servers, storage, infrastructure platform specialisms and associated user workstations in support of specialist technical teams, projects and programmes across Counter Terrorism Policing in the South East.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspects of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Manage the operation, control, maintenance and effective use of server storage, infrastructure platforms and end user devices to deliver business as usual services, and support the development and upgrade of these specialist areas.
2. Use available software or specialist monitoring tools to maintain awareness and control of hardware and software to maximise capacity and availability for the business. Plan and undertake maintenance where necessary, including routing backups and data archiving, collaborating with suppliers and contractors as required.
3. Act as the CTPSE IT point of contact for national and regional projects and programmes, ensuring the impact and implications of the proposals are fully understood and that the necessary infrastructure is in place to support them, allowing defined business benefits to be realised.
4. Take the lead on projects to research, identify, develop and integrate new systems into the CTPSE IT infrastructure. Act as the 'product champion' to ensure new systems are integrated in to our existing infrastructure and in line with appropriate security advice and guidance.
5. Proactively ensure all systems are well documented and comply with relevant standards for high availability, disaster recovery and resilience to provide best operational service.
6. Engage with the national Counter Terrorism Policing HQ (CTPHQ) IT team to ensure national ICT projects are supported and delivered across CTPSE.
7. Use IT Service Management platforms such as FreshService and ServiceNow for incident, service, task, configuration and asset management. Apply the ITIL framework and processes to deliver best practise service to CTPSE.
8. Provide end user technical support at a variety of locations both in the field and back-office environments for multiple technical systems across the South East region.
9. Coach and mentor others in all aspects of current and correct operational practice to ensure a consistent approach is adopted within the technical specialism, supported by ongoing continual professional development.

c. **DIMENSIONS:** Include matters such as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

Further Comments:

The post holder will be expected to be part of an on-call rota and also be able to work some evenings and weekends where required. *

d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

The knowledge or skills required in the role are as follows (essential or desirable):	E/D
<p>1. A good understanding of IT operating infrastructure (including IP networks) and ICT operations management. Demonstrable experience of:</p> <ul style="list-style-type: none"> • Windows Server 2008-2016 and Active Directory including GPOs • Multi-site networking experience including DNS, DHCP and TCP/IP • Windows based Operating Systems • MS Office products • SCCM • Service Now and Discovery and/or other ITSM solutions • Solar Winds / Zabbix and/or other NMS solutions • Remote assistance tools and processes • LANs/WANs including Fibre and Copper infrastructure • Mobile connectivity including WiFi, LTE and Satellite • End user devices including mobiles, tablets, laptops and desktops • LaserJet printers and scanners • Cryptographic devices and key materials • Backup software including BackupExec, ArcServe and Isilon. • Database management including SQL Server troubleshooting and administration. • Antivirus solutions including Sophos Enterprise or Central • Enterprise Router, Firewall and Switch configuration 	E
2. A recognised practitioner in a number of technical server, storage and client delivery infrastructure technologies.	E
3. Experience of planning, design, build and delivery of infrastructure solutions with an understanding of common standards, frameworks and concepts. Able to demonstrate how the organisation benefits from high standards of technical delivery and management.	E
4. Good communication skills, written and oral, and able to articulate technical designs and principles to a Technical and a non-technical audience using a variety of methods including report writing, face-to-face tutorials and presentations.	E
5. A team-worker, who is a flexible, adaptable, open-minded and a problem solver, able to work systematically and with little direct supervision.	E
6. Able to form good working relationships with end users, stakeholders and suppliers.	E
7. Able to recognise sensitive information and maintain discretion and confidentiality. Maintain a high degree of integrity and trust when dealing with sensitive and classified Information.	E

8. A full UK driving license as the role holder will be expected to drive policing vehicles (marked and / or unmarked) for travel across the South East region at any time during the day, evening or weekends* whilst undertaking all assignments in a timely manner.	E
9. Experience of producing user guides and BAU support documentation, ideally to meet ISO accreditation standards.	E
10. Good Powershell skills, general coding and experience of IL5 high networks.	D
Additional comments: * working hours and level of flexibility are specific to each role and will be discussed at interview.	