

Job Title: Application Technician (SETSU)	
Job Evaluation Number	B888

JOB DESCRIPTION

Job Title: Application Technician - (SETSU)	Location: Various across South East
Job Family: ICT	Role Profile Title: BB3 Police Staff
Reports To: IT & Relief Base Manager	Band level: 3S
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 IT operational capability to SEROCU and other covert teams within the SE Region, in support of investigations/operations into serious organised crimes and counter terrorist operations. Additionally, to provide specialised technical services and expert advice in respect of covert surveillance (applying SE ROCU and national standards), providing technical services, support and guidance to divisional technical and surveillance officers.

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

The key result areas in the role are as follows:	% time
1. Service manage the lifecycle of IT based technical surveillance platforms, including installation, upgrading, user management, data retention and futures planning to ensure efficient and effective operation of technical equipment.	40
2. Configure, test, maintain and repair all IT Systems and IP network. <i>(Additional training will be given to maintain the required level of expertise. All staff are expected to look for opportunities, through the development of technologies, to improve the effectiveness of what the unit can deliver*)</i> .	25
3. Provide guidance, technical support and training in the use of SETSU IT Platforms. Most installations of technical equipment will be undertaken by technical officers; however it may be necessary for IT Technicians to teach others how to consume product from the underpinning IT Network.	10
4. Carry out planning and preparation of techniques and equipment to satisfy the objectives. Develop risk assessments, method statements and carry out technical feasibility studies. Employ a variety of advanced techniques including the construction of hides to deploy and operate sensitive equipment approved by the Technical Surveillance Unit. Support operations into serious and organised crime and counter terrorist operations by the deployment of sensitive technical equipment in response to operational and time critical situations in a wide range of urban and rural environments in a covert nature (A detailed feasibility report and risk assessment will need to be written for each deployment). Provide guidance, technical support and training to all customers in the installation and use of technical equipment. <i>(Most installations are undertaken by the technical officers; however, may be necessary to teach others to install the more basic equipment and/or to train other staff in how to run equipment installed by TSU for the duration of an operation).</i>	10
5. Ensure all work is carried out within the requirements of the legal framework. Facilitate the means to procure expert and professional evidence from technical surveillance equipment. Handle and prepare the product so that it is suitable for use in a court of law and attend to provide expert testimony if required.	5
6. Analyse and assess all Authorities received to verify the correct level of endorsement for the equipment requested. Liaise with ACPO, Regional Confidential Units and Force	5

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Authority Bureau to ensure compliance with current legislation and in relation to the equipment used.	
7. Complete administration procedures – records, input to databases, etc to ensure compliance with RIPA and national standard operating procedures.	5
Additional comments. *There is an ongoing requirement for research and development to maintain minimum SETSU standards, TSU college of police licence and enhance their professional ability to carry out operational tasking.	

c. **DIMENSIONS:** Include matters 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:
<p>Main categories of equipment used are as follows:</p> <ul style="list-style-type: none"> • Video installation equipment – cameras, recorders, etc (approx £500,000 worth in TSU) • Routers, Computers, Switches, 3G Modems, COFDM IP & Microwave, MESH Net works (£400,000) • Audio installation equipment – microphones, body worn kit, 'probes', etc (£210,000) • Equipment for transmission of video/audio product from above (£300,000) • Tracking equipment (£500,000) • A range of other specialised electrical, electronic, engineering, etc tools <p>Activities are determined by the operational imperatives, defined as major incidents, serious organised crime and counter terrorist operations requiring specialist support. The range and scope of role will require engagement across local, regional, national and international problem profiles. The response times for a task are determined by operational imperatives and the post holder will be expected to meet all reasonable deadlines to maintain departmental and organisational effectiveness and reputation. All operations will be conducted in compliance with the relevant TSU Minimum Standards, SETSU Standard Operating Procedures and the relevant Association of Chief Police Officers (ACPO) professional practice guidance.</p> <p>To give context the finance required is:</p> <ul style="list-style-type: none"> • TSU capital budget variable between £350,000 - £800,000 • TSU Revenue budget £300,000

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:	E/D
1. Proven ability to work in a secure and confidential environment with the highest standards of integrity; able to recognise sensitive information and maintain discretion and confidentiality at all times.	E
2. HNC qualified in Electronics, Radio or Telecommunications (or equivalent) in-depth knowledge of IT systems and techniques, including wide area networking, mobile data backhaul and data security.	E
3. Post education training in industry technology (e.g. Cisco CCNA & Microsoft training).	E
4. Proven ability to work remotely, with excellent communication skills and the ability to effectively liaise with a wide range of people, at all levels, and across other Forces.	E

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5. Must be able to demonstrate a working knowledge of Information Communication Technology and be able to evidence provision of successful practical technical solutions to complex problems.	E
6. Proven ability to work on own initiative and experience of working effectively within a team.	E
7. Ability to provide concise presentations (use of PowerPoint, demonstrations, scenarios, request for authorisations) to a variety of specialist audiences along with proven ability to provide specialist technical advice and guidance to Senior Investigating Officers (SIO) and other police managers in operational situations.	E
8. Must have capability to travel to different locations across the SETSU region (Sussex, Surrey, Hampshire and Thames Valley) and any other part of the UK and Europe as directed and undertake all assignments in a timely manner. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential as is the requirement to undertake and pass the Police Basic Driving Assessment to enable the use of a police authorised vehicle *.	E
9. Previous experience of working in a TSU environment where the working environment is demanding, and as such, physical fitness is critical with an ability to become qualified to work at heights, and confined spaces.	E
10. Knowledge of Information Technology Infrastructure Library (ITIL).	D
<p>Additional comments:</p> <p>*At interview, candidates will be asked to confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.</p> <ul style="list-style-type: none"> • An ability to become part of an “ON CALL” rota covering the SETSU region. • An ability to work shifts and at weekends when operationally required, often at short notice. 	

Additional Information
There will be a requirement to travel outside of the force area and a need to stay away from home.
Working in an operationally challenging environment under circumstances that may only offer a limited opportunity to secure the necessary evidence.
The demanding and varied scope of the role will require both technical and procedural knowledge to remain current at all times.
Excellent problem solving skills with local accountability will have a significant impact on maintaining reputation both locally and nationally, particularly in the event of a procedural failure.
The work of the Unit is very specialised and sensitive, and by definition the existence of the service is limited to a ‘need to know’ basis.
In addition to covert technical surveillance activities, the TSU may be required to provide technical surveillance to assist with the policing of special events.