

Job Title: ICT Specialist Engineer CTPSE	
Job Evaluation Number	C277

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 platform and user workstations to deliver business as usual, as well as support the upgrading 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.
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. Proactively ensure all systems are documented and comply with disaster recovery requirements to provide the business with the best operational protection and maintain business continuity.
5. 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.
6. Engage with the national Counter Terrorism Policing HQ (CTPHQ) IT team to ensure national ICT projects are supported and delivered across CTPSE.
7. Undertake routine backups, archiving and computer workstation maintenance.
8. Provide end user technical support for multiple and bespoke ICT systems across all forensic departments.
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.

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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
1. A good understanding of IT operating infrastructure (including IP networks) and ICT operations management. Including; Up to date knowledge of Windows Server 2008-2016 and Active Directory including GPOs, multi-site networking experience including DNS, DHCP and TCP/IP.	E
2. Experience in the planning, design, build and delivery of core infrastructure solutions, with a good understanding of how the application of this ICT technology will impact the organisation and its business objectives and processes.	E
3. A recognised practitioner in a number of technical server, storage and client delivery infrastructure technologies.	E
4. SQL server experience including troubleshooting and administration.	E
5. Good communication skills, written and oral, and able to articulate technical designs and principles to a Technical and a non-technical audience.	E
6. A team team-worker, who is a flexible, adaptable, and a problem solver, able to work systematically and with little direct supervision.	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. Experience of anti-virus, WSUS software patching and backup platforms such as backup exec and arc-serve. Microsoft security experience with PKI and strong exposure to Microsoft Certificate Services.	E
9. 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
10. Experience of producing user guides and BAU support documentation, ideally to meet ISO accreditation standards.	E
11. Good Powershell skills 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.	