

Job Title: Digital Evidence Technician	
Job Evaluation Number	B742

JOB DESCRIPTION

Job Title: Digital Evidence Technician	Location: High Tech Crime Unit, Langford Locks
Job Family: Technical Support	Role Profile Title: BB3 Police Staff
Reports To: High Tech Crime Unit Supervisor	Band level: 3F
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: Support the Digital Evidence Analysts and Investigators by ensuring that the flow of all property in and out of the unit is maintained, early analysis of exhibits to determine the best course of action in any case, a comprehensive triage process to identify those exhibits for further analysis and disassembling/reassembling exhibits and communicating these results internally and externally.

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:

1. Ensure the effective processing of exhibits in/out of the unit to support the progression of cases. Carry responsibility for the effective scheduling of cases and will be mindful of the overall capacity of the unit.
2. Contribute to the effective running of the unit: i.e. booking in and out of exhibits, complete administrative records, organise exhibit storage, administer storage of electronic information and archive, carry out backups of electronic information recovered, and maintain equipment.
3. Carry out triage of exhibits submitted in any one case to ensure that negative exhibits are eliminated at an early stage and only such cases with high evidential potential are further examined. Schedule in an effective manner such work and further communication of results.
4. Ensure that exhibits and processed and evidential data extracted in a timely manner ready for onward processing by Digital Analyst/Investigators. This may also include dealing with technology new to the market, so limited information may be available.
5. On a daily basis schedule and provide technical support to OIC viewing evidential data from any device and assist the OIC in obtaining an informed overview of evidence available.
6. Keep abreast of changes in technology, personal development through training, liaising with other forensic professionals etc., i.e. other Forces, specialist service providers/training establishments, Forensic Science Society and others.

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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:

The department is subject to an ever increasing and consistently high workload. The role holder must be able to effectively manage their own time whilst meeting deadlines. Due to the vast majority of work relating to very serious crime outcomes are often required urgently. Key annual demands are:

- Computer submissions (multiple items per submission) : 550
- Phone submission (multiple items per submission): 330
- Examinations carried out 2100
- Exports provided: 1836
- Statements produced: 276
- Contribute to running the HTCUC consumables budget

Specialist unit and only source of advice for OIC's dealing with eForensics evidence.

In certain cases, particularly those involving indecent images of children, the HTCUC can provide vital prosecution evidence. This often means that the results are required fast time and pressure is placed on the individual to provide fast time information to guide the investigation further.

Success in this role requires a balance of technical, practical and communication skills. It should be noted that the nature of the role will expose the job holder to high amounts of extremely distressing material. Welfare support in the form of annual surveillance is therefore provided.

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.

<i>The knowledge or skills required in the role are as follows:</i>	<i>E/D</i>
1. Proven experience of using and disassembling/assembling computer hardware and usage of a variety of software; willingness to learn specific forensic computer software applications.	E
2. Proven ability to work to deadlines and prioritise work with minimal supervision; able to escalate as necessary.	E
3. Proven ability to work well within a team and as an individual, work under pressure and manage high workload.	E
4. Proven ability to communicate competently in a number of environments with individuals with diverse knowledge levels of data management, including members of the unit, HTCUC Supervisor, OIC, SIO and other investigative personnel.	E
5. Maintaining priority list during high workloads and tight timescales, with flexibility to accommodate urgent or unplanned analysis tasks; experience of logging and accurate recording keeping under pressured.	E

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6. Good standard of education with proven numeracy and literacy skills at further or higher education level. Experience in extracting data electronically and reporting succinctly on findings.	E
7. IT literate with previous experience in computer related environment or academic achievements related to role, i.e. computer forensic degree, attendance at computer forensic course, or working towards such qualification.	E
8. Awareness of exhibit handling procedures; training will be given.	E
9. Awareness of Association of Chief Police Officers (ACPO) guidelines for computer based evidence, training will be given.	D
Additional comments: Confirmed at interview, must be willing to undergo psychological screening.	

Problem Solving: All role holders are confronted regularly with problems, they are presented with new or unusual situations, demands or challenges, or something has gone wrong and has to be sorted out.

The problems that have to be dealt with in carrying out this role include:

1. Managing the needs and expectations of customers and colleagues that might have conflicting priorities of submissions.
2. Solving newly arising technical problems regarding new and complex devices that have not been seen before; understanding how they work and how to access the data.
3. Organisational skills/managing the physical flow of exhibits through the unit and ensure timely receipt/delivery under consideration of customers' restrictions, i.e. duty times, volumes etc. Being aware of restrictions in space and bulky physical size of many exhibits.

Planning: Refers to any problems that may be met in planning because of the unpredictability of the workload or the time scales over which plans have to be made.

The role involves the following planning activities:

1. Timescales may be tight following last minute CPS/Defence experts requests
2. Despite working under pressure, the high work rate and standards need to be maintained.

Freedom to Act: Describes the scope the role provides to act independently without seeking prior approval from the manager or colleagues.

The degree to which the role provides freedom to act is as follows:

1. Reporting and interpretation of triage outcomes for onward processing in the unit under consideration of all team members.
2. Advising the OIC on status of investigation and further action. Ensuring progress is made in minimum time limits.
3. Scheduling of allocated workload according to capacity of role holder and under consideration of

Job Title: Digital Evidence Technician	
Job Evaluation Number	B742

commitments of the unit overall.

Interpersonal skills: Describes the ways in which the job relates to people and uses interpersonal skills.

The role involves exercising interpersonal skills as follows:

1. In the close knit team the ability to work together well is essential.
2. Liaison with external bodies, colleagues, customers in a professional and helpful manner.
3. Ability to act as an ambassador for the HTCUC when representing the unit on any commitments.

Communicating: Indicates what sort of communications are made in carrying out the role, the format (oral or written), the purpose and frequency and to whom they are addressed.

The role involves communicating to people as follows:

1. Extensive high quality written and oral communications (email, telephone, face to face etc) in relation to assisting officers and co-ordinate examinations and results internally.
2. Communication of sometimes complex technical matters to customers in an understandable format.
3. Presenting evidence concisely at court.

Signed Dated

Print Name

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ROLE PROFILE	Broad Band 3 Police Staff	
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	CORE COMPETENCIES The role holder should effectively deliver these key requirements:
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Public Service	Serving the Public – level 2
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Leadership	Leading Change – level 2 Leading People – level 2 Managing Performance – level 2
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Professionalism	Decision making – level 2 Working with others – level 2 Professionalism – level 2
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