

Job Title: SETSU IT Technician	
Job Evaluation Number	B449

## JOB DESCRIPTION

<b>Job Title:</b> SETSU IT Technician	<b>Location:</b> SETSU
<b>Job Family:</b> ICT	<b>Role Profile Title:</b> BB4 Police Staff
<b>Reports To:</b> TSU Manager	<b>Band level:</b> 4T
<b>Staff Responsibilities (direct line management of):</b> Nil	

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

**The overall purpose of the role is to:** Provide specialised IT Support in respect of covert surveillance (applying Force and national standards) in support of investigations/operations into serious organised crime, counter terrorism and SETSU Technicians.

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

<b>The key result areas in the role are as follows:</b>	<b>% time</b>
1. Determine customer requirements, research new technology and provide an enhanced technical capability to level 2 and 3 criminality in the area of Covert Communication Data Capture (CCDC).	30
2. Configure, test, maintain and repair all IT Systems and IP network. Additional training will be given to maintain the required level of expertise. <i>(All staff are expected to look for opportunities, through the development of technologies, to improve the effectiveness of what the unit can deliver*)</i> .	20
3. Undertake CCDC operations, and meet operational demands, by deploying Costas equipment that enable the investigation of new internet protocol, radio frequency, WiFi and cellular technology. Use technologies, with GSM network architecture, as it may be unrealistic to undertake physical 24/7 surveillance.	15
4. Provide guidance, technical support and training in the use of SETSU IT Platforms. <i>(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)</i> .	15
5. Take the lead on projects to develop/integrate new systems. Act as the 'product champion' to ensure new systems are integrated in to our existing infrastructure and that our customer base is kept aware.	10
6. Analyse and assess all Authorities received to verify the correct level of endorsement for the equipment requested. Liaise with ACPO, Force Authority Bureau and Cellular Telco providers to ensure compliance with current legislation and in relation to the equipment used.	5
7. Complete administration procedures – records, input to databases, etc to ensure compliance with RIPA and national standard operating procedures.	5
<b>Additional comments.</b> *There is an ongoing requirement for research and development to maintain and enhance their professional ability to carry out operational tasking.	

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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:**

Main categories of equipment used are as follows:

- 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

Activities are determined by the operational imperatives, defined as major incidents and serious organised crime 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 Standard Operating Procedures and the relevant Association of Chief Police Officers (ACPO) professional practice guidance.

To give context the finance required is:

- 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.

<b>The knowledge or skills required in the role are as follows:</b>	<b>E/D</b>
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. Degree or HNC qualified in a computing or telecommunications subject (or equivalent). Able to demonstrate up-to-date knowledge of relevant technologies with proven use of computer technology. (Extensive previous work experience may be taken in lieu of formal qualifications)	E
3. A good understanding of IT operating infrastructure (including IP networks) and ICT operations management. Including; Up to date knowledge of Windows Server and Active Directory, with awareness of antivirus products, Firewalls, security and Storage Area Networks.	E
4. Proven experience of working 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
5. Proven ability to provide specialist technical advice and guidance to end users sometimes in stressful situations.	E
6. Must have capability to travel to different locations across the Force 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.*	E

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7. Previous experience of working in a demanding environment, where time management and work prioritisation have been required.	E
8. Technical knowledge experience and understanding of cellular networks and cell site configurations.	D
<b>Additional comments:</b> *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.	