

Job Title: ICT Engineer CT PSE	
Job Evaluation Number	C278

JOB DESCRIPTION

Job Title: ICT Engineer CTPSE	Location: CTP SE
Job Family: ICT	Role Profile Title: BB3 Police Staff
Reports To: IT Manager CTPSE	Band level: 3R
Staff Responsibilities (direct line management of): None	

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

The overall purpose of the role is to: Provide IT technical support to Counter Terrorism Policing across the south east including network management, technical server maintenance and management, client delivery infrastructure and infrastructure platform specialisms.

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. Provide network management support including updating server room connections, liaison with regional force IT departments, and the installation, movement and maintenance of IT equipment.
2. Act as the onsite point of contact for carrying out fixes, fault finding and movement/installation of secure equipment on behalf of suppliers and stakeholders, in line with appropriate guidelines.
3. Management of Technical Equipment Rooms (TERs) including patch management, cable management, escorting of contractors, liaison with CT Network and other Partners regarding the installation of equipment. Monitor the cooling and power outputs of TERs to ensure they remain within appropriate ranges.
4. Provide IT support, advice and guidance to national and regional IT projects and programmes as and when required to ensure IT solutions are effectively delivered and provide business benefit.
5. Provide end user technical support for multiple and bespoke ICT systems across CTPSE.
6. Understand, apply and work within the ITIL Framework to deliver a best practice service to CTPSE.
7. Proactively ensure all systems are documented and comply with disaster recovery requirements to provide the Forces with the best operational protection.

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 must be willing to work flexible hours to suit the requirements of the department and must be willing and able to travel for business purposes to different locations across the Region. 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*.

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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 (essential or desirable):</i>	<i>E/D</i>
1. Demonstrable experience of supporting and maintaining core infrastructure solutions, including the support and installation of desktop environments such as Windows 7 and Windows 10.	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. Good communication skills, written and oral, and able to articulate technical designs and principles to a Technical and a non-technical audience.	E
4. A team team-worker, who is a flexible, adaptable, and a problem solver, able to work systematically and with little direct supervision.	E
5. 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
6. 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
7. 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.	D
8. End user guides and BAU support documentation to meet ISO accreditation standards.	D
9. 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.	D
10. Is a recognised practitioner in a number of technical server, storage and client delivery infrastructure technologies.	D
Additional comments: * working hours and level of flexibility are specific to each role and will be discussed at interview.	