

Job Title: Systems Engineer	
Job Evaluation Number	B946

JOB DESCRIPTION

Job Title: Systems Engineer	
Job Family: ICT	Role Profile Title: BB3 Police Staff
Reports To: Systems Team Leader or Network Team Leader	Band level: 3R
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 technical support for specific technical server, storage, client delivery infrastructure and infrastructure platform specialisms and deliver against those designs in accordance with the ICT strategy.

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. Undertake upgrading, operation, control, maintenance and effective use of server, storage, client delivery infrastructure and infrastructure platform to deliver business as usual and service improvement in line with the ICT strategy.

2. Identify and resolve operational problems to support delivery of agreed service levels.

3. Adhere to and contribute to development and maintenance of operational procedures and working practices to minimise service impacts.

4. Use available software or specialist monitoring tools to maintain awareness and control of hardware / software to maximise capacity and availability for the business. Proactive in ensuring personal development through internal training and extracurricular self-study.

5. Coaches / mentors others in all aspects of current and correct operational practice to ensure a consistent approach is adopted within the technical specialism.

6. Understand, apply and works within the ITIL Framework to provide best practice.

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 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:

Receives work in the form of specific objectives and / or work packages with some ad-hoc working requirements whilst working with and influencing department managers.

Will usually work on the infrastructure for a single Force. However this may include other forces as force collaborative working expands.

Works with and influences department managers. The role holder will work with immediate and or / wider ICT team members to share best practice whilst providing development and

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performance assistance when required. They will act as a subject matter expert to provide guidance and advice to all TVP staff where necessary.

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. Able to understand how the application of ICT technology impact's the organisation, business objectives and processes.	E
2. Able to articulate technical designs and principles to a Technical and a non-technical audience.	E
3. Is a recognised practitioner in a number of technical server, storage and client delivery infrastructure technologies.	E
4. Good communication skills - written and oral, customer focussed, team-worker, who is a flexible, adaptable, problem solver and able to work systematically and with little direct supervision.	E
5. Good understanding of ICT Operating Infrastructure and Operations Management.	E
6. Must have capability to travel to different locations across both Forces, partner sites and suppliers 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

Additional comments:* 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.