

JOB DESCRIPTION

Job Title: Network or Voice Engineer	
Job Family: ICT	Role Profile Title: BB3 Police Staff
Reports To: Voice Manager, Network Team Leader or Systems 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: identify and resolve network or Voice problems following agreed procedures. To use network management software and tools to collect agreed performance statistics. Carries out maintenance tasks and agreed network changes supporting project requirements.

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. Use network management tools to collect routine network load and Voice statistics, model performance, and create reports as required to report on SLAs.

2. To create reports and proposals for improvement to support delivery of agreed service levels and continuous improvement to deliver policing needs.

3. Identifies and resolves operational problems to support delivery of agreed service levels.

4. Implements agreed network or Voice changes and maintenance routines to support delivery of agreed service levels and continuous improvement.

Additional Comments: The above will vary for an apprentice within this role as they will be expected to spend 20% of their time undertaking development, including time spent completing the Network Engineer apprenticeship

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.

Able to maintain and support network systems in the Forces.

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

Fully competent

The knowledge or skills required in the role are as follows (essential or desirable):

E/D

1. Able to understand how IT and Voice networks impact the Forces' Policing and business objectives and processes.	E
2. Able to articulate technical designs and principles to a non-technical audience.	E
3. Holds a recognised IT Networking qualification, or equivalent experience in a similar size organisation.	E
4. Good understanding of the Forces' network systems, networking protocols and standards.	E
5. Must have capability to travel to different locations across both Forces 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
6. 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.	D
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.	

Apprentice

The knowledge or skills required in the role are as follows (essential or desirable):	E/D
1. A Levels in ICT/Business/Computing or equivalent qualifications, or relevant work-based experience.	E
2. Aptitude to identify and resolve IT network problems.	E
3. Good communication skills (written and oral) with a customer focussed approach. Must be a team-worker who is flexible and adaptable.	E
4. The ability to problem solve and think logically in a fast paced environment whilst maintaining high levels of accuracy.	E
5. Commitment to achieving the Network engineer apprenticeship.	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.	