Job Title: Radio Comms Technician	
Job Evaluation Number	B687

JOB DESCRIPTION

Job Title: Radio Comms Technician	**Location:** ICT – Kidlington
Job Family: ICT	**Role Profile Title:** BB2 Police Staff
Reports To: Senior Radio Comms Engineer	**Band level:** 2P
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: undertake the day-to-day operation and control of all aspects of a single Force's radio communications infrastructure*.*

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. The testing and provision of radio related hardware, following plans and instructions and in accordance with agreed standards to maintain continued operation of the Force's Radio estate.

2. The undertaking of routine maintenance of hardware and / or software to fulfil business requirements and / or maintain continued operation of the Force's radio estate.

3. The correction of problems, calling on other experienced colleagues and external resources if required to maintain continued operation of the Force's radio estate.

4. The documentation of all hardware / software items and configuration management changes on the force's and suppliers related systems to ensure the integrity of the Force's Radio estate.

5. Ensure that stocks of radios and ancillaries required to support the force's Radio estate are maintained at an appropriate level. Negotiation with suppliers to identify delivery limitations.

6. Ensure the security of the forces radio estate is maintained in line with Home Office guidelines.

The role links to SFIA in the following areas:

SFIA Skill Description	SFIA Ref
The deployment, integration, calibration, tuning and maintenance of radio frequency (RF) elements of IT systems.	RFEN
The processing and coordination of appropriate and timely responses to incident reports, including channelling requests for help to appropriate functions for resolution, monitoring resolution activity, and keeping clients appraised of progress towards service restoration.	USUP

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 set own priorities to plan daily work.

Usually works on the infrastructure for a single Force.
Is a recognised practitioner in radio equipment.
The role requires lifting, carrying, operating hand tools and driving.
The role requires occasional working out of force area at short notice.

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.

The knowledge or skills required in the role are as follows:	*E/D*
1. Able to understand how the application of radio technology impacts the Forces' Policing and business objectives and processes.	E
2. Good communication skills (written and oral) with a proven customer focussed approach. Must be a team-worker who is flexible and adaptable but can also work with little direct supervision.	E
3. Good problem solving and trouble-shooting skills with the ability to think logically in a fast paced environment whilst maintaining high levels of accuracy	E
4. Good understanding of Service Level Agreements.	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. Must be able to work with computer applications from many suppliers.	E
7. Good understanding of radio communications infrastructure	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.	

Appendix A

Detailed work activities	**SFIA Ref**
Receives and handles requests for support following agreed procedures. Responds to requests for support by providing information to enable incident resolution and promptly allocates unresolved calls as appropriate. Maintains records and advises relevant persons of actions taken.	USUP LEVEL 3
Investigates problems in systems and services. Assists with the implementation of agreed remedies and preventative measures.	PBMG LEVEL 3
Uses the tools and techniques for specific areas of release and deployment activities. Administers the recording of activities, logging of results and documents technical activity undertaken. May carry out early life support activities such as providing support advice to initial users.	RELM LEVEL 3
Deploys, sets up, tunes and calibrates radio frequency/analogue elements following maintenance schedules and using appropriate tools and test	RFEN LEVEL 3

equipment. Incorporates hardware/firmware modifications. Interprets automatic fault/performance indications and resolves faults down to discrete component level or escalates according to given procedures.	
Identifies and resolves issues with applications, following agreed procedures. Uses application management software and tools to collect agreed performance statistics. Carries out agreed applications maintenance tasks.	ASUP LEVEL 3
Monitors service delivery performance metrics and liaises with managers and customers to ensure that service level agreements are not breached without the stakeholders being given the opportunity of planning for a deterioration in service.	SLMO LEVEL 3
Carries out agreed operational procedures, including network configuration, installation and maintenance. Uses network management tools to collect and report on network load and performance statistics. Contributes to the implementation of maintenance and installation work. Uses standard procedures and tools to carry out defined system backups, restoring data where necessary. Identifies operational problems and contributes to their resolution.	ITOP LEVEL 3
Investigates minor security breaches in accordance with established procedures. Assists users in defining their access rights and privileges, and operates agreed logical access controls and security systems. Maintains agreed security records and documentation.	SCAD LEVEL 3

Updated on 05/06/2014