

Job Title: Senior Systems Engineer	
Job Evaluation Number	B945

## JOB DESCRIPTION

<b>Job Title:</b> Senior Systems Engineer	<b>Location:</b> Kidlington or Southampton
<b>Job Family:</b> ICT	<b>Role Profile Title:</b> BB3 Police Staff
<b>Reports To:</b> Systems Team Leader or Network Team Leader	<b>Band level:</b> 3S
<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 expert advice and quality assurance on, and designs for, specific technical server, storage, client delivery infrastructure and infrastructure platform specialism's managing delivery against those designs with responsibility for higher value technologies.

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. Take responsibility for production design, documentation, installation, upgrading, operation, control, maintenance and effective use of server, storage, client delivery infrastructure and infrastructure platforms to maintain systems availability, deliver service improvement and / or cost savings.
2. Support and technically lead on complex design and installation projects undertaking peer review including architectural review and quality assurance boards.
3. Keep abreast of emerging technologies to ensure maximum business benefit from technological innovation and opportunities.
4. Ensure operational issues are proactively identified and resolved to support delivery of agreed service levels, within the ITIL framework.
5. Ensure operational procedures and working practices are fit for purpose and current to minimise service impacts, within the ITIL framework.
6. Coach and / or mentor other Systems Engineers in all aspects of current and correct operational practice to ensure a consistent approach is adopted within the technical specialism.
7. Identify opportunities within the Forces and closely associated organisations, such as customers, suppliers and partners, to maximise business benefit through technology alignment.
8. Provide expert advice and documentation in relation to disaster recovery processes to maximise business continuation in accordance with the Forces' policies and procedures.

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:**

Reports directly to a Team Leader and internal ICT management team as required.

Receives work in the form of specific measurable objectives and assigns objectives and work packages to quantifiable manor.

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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.

Works with and influences department managers, and with external experts in IT technical specialism on behalf of the Force: consultants / suppliers; auditors; NPIA; other Forces; partner organisations.

#### 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><i>The knowledge or skills required in the role are as follows (essential or desirable):</i></b>	<b><i>E/D</i></b>
1. Experience of acting as a recognised subject matter expert in a broad range of technical server, storage, client delivery infrastructure technologies and infrastructure platform with specialism in one or more areas acquired through academic qualification or further professional training and development.	E
2. Able to understand (and articulate) how the application of ICT technology impacts the organisation, business objectives and processes.	E
3. Able to achieve significant outcomes through influence and persuasion rather than through direct line authority.	E
4. Effective 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. Proven understanding of IT operating infrastructure, and ITIL.	E
6. Current or willingness to develop a good understanding of Force ICT systems.	E
7. Willing to understand new partner systems.	E
8. Good understanding of ICT Operations Management and ITIL Methodology.	E
9. 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
<b><i>Additional comments:</i></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.	