

Job Title: Radio Comms Technician	
Job Evaluation Number	B687

## JOB DESCRIPTION

<b>Job Title:</b> Radio Comms Technician	<b>Location:</b> ICT – Kidlington
<b>Job Family:</b> ICT	<b>Role Profile Title:</b> BB2 Police Staff
<b>Reports To:</b> Senior Radio Comms Engineer	<b>Band level:</b> 2P
<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:** 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.
7. Receives and handles requests / incidents 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.

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.

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

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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.

<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. 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
<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.	