

Job Title: Senior Network or Voice Engineer	
Job Evaluation Number	B939

JOB DESCRIPTION

Job Title: Senior Network or Senior Voice Engineer	Location: Kidlington or Southampton
Job Family: ICT	Role Profile Title: BB3 Police Staff
Reports To: Network Team Leader, Systems Team Leader or Voice Manager	Band level: 3S
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 the Forces' wide area and local area communications network infrastructure including Voice

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. Uses network management tools to determine network or Voice traffic load and performance statistics to support delivery and monitoring of agreed service levels in support of the ICT strategy.
2. Creates reports and proposals for improvement to support delivery of agreed service levels and continuous improvement to support business needs.
3. Identifies and resolves operational problems implements agreed network or Voice changes and maintenance routines to support delivery of agreed service levels.
4. Coaches / mentors the network engineers in current and correct operational practice to ensure a consistent best practice approach is adopted within the technical specialism.

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.

Usually works on the infrastructure for a single Force.

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 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.

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 organisation, business objectives and processes, ideally within policing.	E
2. Able to articulate technical designs and principles to a non-technical audience.	E

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3. 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
4. Good understanding of the network infrastructure including voice across the Forces.	E
5. Holds a recognised IT Networking qualification, or equivalent experience.	E
6. Detailed understanding of Networking protocols and standards.	E
7. 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
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.	