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HR8:1.3
Version 1.2

JOB DESCRIPTION

APPENDIX C

Before completing this form, please read the BTP *'Guide to writing job descriptions for Police Staff roles'* Appendix B to the SOP.

A. POST DETAILS:

Job Title:	Network Security Specialist	Current Grade:	B003
Department:	Technology	Area:	Force Headquarters
Reports To:	Infrastructure Manager	No of Posts:	1
Level of vetting:	MV	Post Number(s):	A100936

B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

The role is responsible for the management of technical support of the Force Network and associated Network Security Equipment and software deployed across approximately 147 sites. The Force's Anti-Virus solution is deployed to 2,800 desktop machines and over 300 servers.

The authorisation and monitoring of access to IT facilities or infrastructure in accordance with established organisational policy. Includes investigation of unauthorised access, compliance with relevant legislation and the performance of other administrative duties relating to security management.

C. DIMENSIONS OF THE POST: *The key statistics associated with the post*

Financial – Direct or Non-Direct

Direct: responsible for the asset management and licence renewal of circa 3,200 Anti-Virus software licences, plus associated services and reporting tools. Non-direct: None

Staff Responsibilities – Direct or Non-Direct

Direct: responsible for the work of 1 Network Support Engineer Indirect: occasional supervision of 3rd party contractors assigned to specific projects

Any Other Statistical Data

D. PRINCIPAL ACCOUNTABILITIES: *What the job is accountable for and required to deliver*

Skills Framework for the Information Age

The Skills Framework for the Information Age (SFIA) provides a common reference model for the identification of the skills needed to develop effective Information Systems (IS) making use of Information Communications Technologies (ICT).

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Strategy and architecture									
Information strategy		0	1	2	3	4	5	6	7
Information security						☐			
Service management									
Service operation		0	1	2	3	4	5	6	7
Security administration						☐			
Applications support					☐				
Network support					☐				

Strategy and architecture

Information strategy

Information security - Level 4: Enable:

- Conducts security risk and vulnerability assessments for defined business applications or IT installations in defined areas, and provides advice and guidance on the application and operation of elementary physical, procedural and technical security controls (e.g the key controls defined in ISO27001).
- Performs risk and vulnerability assessments, and business impact analysis for medium size information systems.
- Investigates suspected attacks and manages security incidents.

Service management

Service operation

Security administration - Level 4: Enable:

- Investigates identified security breaches in accordance with established procedures and recommends any required actions.
- Assists users in defining their access rights and privileges, and administers logical access controls and security systems.
- Maintains security records and documentation.

Applications support - Level 3: Apply:

- 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.

Network support - Level 3: Apply:

- Identifies and resolves network problems following agreed procedures.
- Uses network management software and tools to collect agreed performance statistics.
- Carries out agreed network maintenance tasks.

E. LEVELS OF RESPONSIBILITY: *This is a SFIA Level 4 Role*

- Autonomy - Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.
- Influence - Influences team and specialist peers internally. Influences customers at account level and suppliers. Has some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.
- Complexity - Performs a broad range of complex technical or professional work activities, in a variety of contexts. Investigates, defines and resolves complex problems.
- Business Skills - Selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. Rapidly absorbs new technical information and applies it effectively. Has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or client. Maintains an awareness of developing technologies and their application and takes some responsibility for personal development.

F. CONTACT WITH OTHERS: *The frequent contacts the post holder has with others and for what purpose*

Internal

Contact with customers and colleagues.

External

Contact with 3rd party suppliers.

G. REQUIREMENTS: *The skills, knowledge, experience, qualifications and training required to perform the job.*

Qualifications and Training:

Educated to degree level or equivalent experience
Accredited to ITIL Foundation Level or higher

Experience:

Extensive experience of implementing, managing and supporting network security solutions in a demanding 24x7 environment. Good experience of incident resolution, requests, changes and problem solving activities delivered to agreed SLAs. Good experience of implementing, managing and reviewing compliance to specified security policies and processes.
Some experience of developing and leading small teams.

Knowledge:

Good knowledge of core networking technologies together with an understanding of the key technology providers.
Good knowledge of encryption methodologies and data use in a secure environments.

Skills:

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BTP Framework

Business	0	1	2	3	4
Accountability				☐	
Customer Service				☐	
Decision Making				☐	
Effective Communications				☐	
Initiative				☐	
Interpersonal Relationships				☐	
Team Management				☐	
Teamworking				☐	

Technical	0	1	2	3	4
Anti-Virus software (McAfee or recognised euivalent)				☐	
Firewalls - Juniper or recognised equivalent				☐	
Internet Security Solutions (M86 or recognised equivalent)				☐	
LAN Cabling - installation and management				☐	
LAN/WAN Switches and Hubs - installation and management				☐	
SMTP Edge Gateway				☐	
VPN concepts			☐		
Wireless networking concepts			☐		

Business

Accountability - Level 3: Extensive Experience

- Provides feedback on individual and team performance.
- Establishes with others criteria on which success will be measured.
- Focuses and guides others in achieving business results.
- Communicates the parameters of delegated responsibility and decision-making authority within the team.

Customer Service - Level 3: Extensive Experience

- Explores and addresses the unidentified, underlying and long-term customer needs.
- Enhances customer service delivery systems and processes.
- Anticipates customers upcoming needs and concerns.

- Advocates on behalf of customers to more senior management, identifying approaches that meet customers needs as well as those of the organisation.

Decision Making - Level 3: Extensive Experience

- Considers the costs, benefits, risks, and chances for success, when making a decision.
- Seeks information about alternatives and chooses an option that meets a goal, solves a problem or avoids a risk.
- Approaches a complex task or problem by breaking it down into parts and considers each part in detail.
- Applies guidelines and procedures that leave considerable room for discretion and interpretation.
- Makes decisions by weighing several factors, some of which are partially defined and entail missing pieces of critical information.
- As needed, involves the right people in the decision making process.
- Balances competing priorities in reaching decisions.

Effective Communications - Level 3: Extensive Experience

- Tailors communication (e.g. content, style and medium) to diverse audiences.
- Utilises skill in presenting information, analysis, ideas and positions in a clear, succinct, accurate, convincing manner, as is appropriate with the audience.
- Reads cues from diverse listeners to assess when and how to change planned communication approach to effectively deliver message.
- Communicates equally effectively with all organisational levels.
- Understands others complex or underlying needs, motivations, emotions or concerns and communicates effectively despite the sensitivity of the situation.

Initiative - Level 3: Extensive Experience

- Maintains a level of energy and work activity to achieve goals.
- Actively seeks and identifies opportunities to contribute to and achieve goals.
- Suggests ways to achieve better results or add value beyond the current situation.
- Perseveres in seeking opportunities to advance organisational objectives in the near term.
- Identifies and acts on opportunities to improve organisational processes or outcomes.

Interpersonal Relationships - Level 3: Extensive Experience

- Diffuses confrontational situations; treats others with respect, patience, and consideration.
- Notices and accurately interprets what others are feeling, based on their word choices, voice tones, facial expressions and other nonverbal behaviour.
- Discusses subjects in a constructive manner, with all levels of staff.
- Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways.

Team Management - Level 3: Extensive Experience

- Identifies and addresses gaps in team expertise.
- Resolves conflict among team members fairly and sensitively.
- Delegates authority to match responsibility, and holds staff accountable for agreed upon commitments.
- Coaches and supports staff in taking independent action.
- Delegates responsibility rather than taking charge or micro-managing when staff have the capability.

Teamworking - Level 3: Extensive Experience

- Listens to constructive feedback and incorporates suggestions to achieve collective objectives.
- Makes outstanding efforts to help other team members.

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- Fosters team spirit.
- Ensures that all group members have an opportunity to contribute to group discussions.
- Helps build consensus among team members.

Technical

Anti-Virus software (McAfee or recognised euivalent) - Level 3: Extensive Experience

Firewalls - Juniper or recognised equivalent - Level 3: Extensive Experience

Internet Security Solutions (M86 or recognised equivalent) - Level 3: Extensive Experience

LAN Cabling - installation and management - Level 3: Extensive Experience

LAN/WAN Switches and Hubs - installation and management - Level 3: Extensive Experience

SMTP Edge Gateway - Level 3: Extensive Experience

VPN concepts - Level 2: Working Experience

Wireless networking concepts - Level 2: Working Experience

H.   AUTHORISATION DETAILS:

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Area Commander /FHQ HoD:	Paul Hollister	Date:	6 Nov 2014
Evaluation Panel:		Date:	13 Nov 2014

Appendix: Legend

☐ High priority

☐ Normal priority

☐ Low priority