

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:	CCTV Technical Support Engineer	Current Grade:	B3
Department:	FHQ CCTV	Area:	A Division
Reports To:	CCTV Network and Infrastructure Manager	No of Posts:	1
Level of vetting:	SC	Post Number:	

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

CCTV Technical Support Engineer is a proactive role working with both colleagues and third party CCTV providers diagnosing and resolving a variety of Networked CCTV issues. Responsible for preventative Maintenance for all CCTV Network terminals and Post Production Terminals.

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

Financial – Direct or Non-Direct

None

Staff Responsibilities – Direct or Non-Direct

None

Any Other Statistical Data

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

Using technical support database to log, manage, record and resolve customer help cases.

Take colleagues or third party providers through a series of actions, either face to face or over the telephone to help set up systems or resolve issues.

Troubleshoot system and network problems, diagnosis and resolution hardware/ software faults.

Install and configure hardware, operating systems and NVRs

reporting and escalating of issues to third party CCTV providers

Support roll out of new products

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E. DECISION MAKING:

Make decisions

Initial problem solving in accordance with agreed CCTV department protocols

Significant say in decisions

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

Internal

CCTV users and CCTV Infrastructure Manager and Project Delivery Teams.

External

Third party CCTV providers including but not limited to Network Rail, various Train Operating Companies and associated providers (CNL).

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

Essential Criteria:

Qualifications and Training:

2:1 or higher Bachelors degree in computer science or software related degree or equivalent experience

Experience:

Excellent written and verbal presentation and communication skills; in particular, the ability to interpret written requirements and technical specifications documents.

Skills:

Excellent Knowledge of Windows Server 2008, Windows XP and Windows 7

Proven experience in Technical Support, including a background in IP CCTV products - cameras, NVR, VMS

IP networking and knowledge, including subnets

Excellent problem solving skills including the ability to solve problems remotely

Good general IT skills, including knowledge of server based products.

Excellent Knowledge of Apple Mac environment.

Knowledge:

Experience of video analytics software and integration into VMS platforms.

Experience of cloud based storage.

Excellent knowledge of VM Environment and Microsoft Clustering.

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Desired Criteria:

Qualifications and Training:

HND or BTEC qualifications in any CCTV discipline

Experience:

Proven track record of installing and implementing a high level application suites.

Knowledge of TVNP or IPSC

Knowledge of ISO 17025

Skills:

Experience of video analytics software and integration into VMS platforms

Experience of cloud based storage

Excellent knowledge of VM Environment and Microsoft Clustering

Knowledge:

- H. ANY ADDITIONAL INFORMATION:** *Information relevant to the role, including any particularly challenging/ difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

Must be willing to undergo Government security clearance

I. AUTHORISATION DETAILS

Prepared By: Luke Saywood

Date: 02nd August 2017

Area Commander /FHQ

Superintendent Barker

HoD:

Date:

Evaluation Panel:

Date:

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