

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:	Infrastructure Support Engineer	Current Grade:	B002
Department:	Technology	Area:	
Reports To:	Infrastructure Manager	No of Posts:	2
Level of vetting:	MV	Post Number(s):	A100 (401/949)

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

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.

The resolution (both reactive and proactive) of problems throughout the information system lifecycle, including classification, prioritisation and initiation of action, documentation of root causes and implementation of remedies to prevent future incidents.

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

Financial – Direct or Non-Direct

Direct: None Non-direct: None

Staff Responsibilities – Direct or Non-Direct

Direct: None Non-direct: None Other: Participation in an on-call rota to provide out-of-hours triage, diagnostics, and remedial work in their specialist field plus, plus attendence on site if deemed necessary for operational reasons.

Any Other Statistical Data

The role is responsible for the technical support of Active Directory (the primary identity management tool for the Force) across an estate comprising over 300 servers (206 of which are virtual), 70Tb of on-line storage (mirrored in the DR Centre), 70Tb of back-up storage (mirrored in the DR Centre) and network switches and routers across 147 locations.

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).

Strategy and architecture								
Advice and guidance	0	1	2	3	4	5	6	7
Technical specialism								
Solution development and implementation								
Installation and integration	0	1	2	3	4	5	6	7
Porting/software integration								
Systems installation/decommissioning								
Service management								
Service design	0	1	2	3	4	5	6	7
Availability management								
Service operation	0	1	2	3	4	5	6	7
System software								
Security administration								
Problem management								

Strategy and architecture

Advice and guidance

Technical specialism - Level 4: Enable:

- Maintains knowledge of specific technical specialisms, provides detailed advice regarding their application and executes specialised tasks.
- The specialism can be any area of information or communication technology, technique, method, product or application area.

Solution development and implementation

Installation and integration

Porting/software integration - Level 4: Enable:

- Configures software and equipment and tests platform-specific versions of one or more software products.
- Reports the outcome of testing and identifies potential improvements to the process and to the software products according to agreed designs and standards.

Systems installation/decommissioning - Level 4: Enable:

- Undertakes routine installations and de-installations of items of hardware and/or software.
- Takes action to ensure targets are met within established safety and quality procedures, including, where

appropriate, handover to the client.

- Conducts tests of hardware and/or software using supplied test procedures and diagnostic tools.
- Corrects malfunctions, calling on other experienced colleagues and external resources if required.
- Documents details of all hardware/software items that have been installed and removed so that configuration management records can be updated.
- Develops installation procedures and standards, and schedules installation work.
- Provides specialist guidance and advice to less experienced colleagues to ensure best use is made of available assets, and to maintain or improve the installation service.

Service management

Service design

Availability management - Level 4: Enable:

- Contributes to the availability management process and its operation and performs defined availability management tasks.
- Analyses service and component availability, reliability, maintainability and serviceability.
- Ensures that services and components meet and continue to meet all of their agreed performance targets and service levels.
- Implements arrangements for disaster recovery and documents recovery procedures.
- Conducts testing of recovery procedures.

Service operation

System software - Level 4: Enable:

- Reviews system software updates and identifies those that merit action.
- Tailors system software to maximise hardware functionality.
- Installs and tests new versions of system software.
- Investigates and coordinates the resolution of potential and actual service problems.
- Prepares and maintains operational documentation for system software.
- Advises on the correct and effective use of system software.

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.

Problem management - Level 4: Enable:

- Initiates and monitors actions to investigate and resolve problems in systems and services.
- Assists with the implementation of agreed remedies and preventative measures.

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 specialists.

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:

Good experience of managing an Active Directory implementation in a demanding 24x7 environment. Good experience of providing 2nd/3rd line technical support to non-technical customers. Good experience of incident resolution, requests, changes and problem solving activities delivered to agreed SLAs.

Skills:

BTP Framework

Business	0	1	2	3	4
Customer Service			<input type="checkbox"/>		
Effective Communications			<input type="checkbox"/>		
Initiative			<input type="checkbox"/>		

Interpersonal Relationships			<input type="checkbox"/>		
Problem Solving			<input type="checkbox"/>		
Teamworking			<input type="checkbox"/>		
Technical	0	1	2	3	4
Application Sequencing				<input type="checkbox"/>	
MS Active Directory					<input type="checkbox"/>
MS Script - creation and management				<input type="checkbox"/>	
MS Windows Server 2003/2008				<input type="checkbox"/>	
Networking concepts (incl. security, firewalls and TCP/IP)			<input type="checkbox"/>		
Server management tools and techniques				<input type="checkbox"/>	

Business

Customer Service - Level 2: Working Experience

- Keeps customers up-to-date on the progress of the service they are receiving and changes that affect them.
- Ensures service is provided to customers during critical periods.
- Puts customers issues in order of priority and addresses most pressing concerns.
- Looks for ways to add value beyond customers immediate requests.

Effective Communications - Level 2: Working Experience

- Recalls others main points and takes them into account in own communication.
- Asks clarifying questions and summarises or paraphrases what others have said to verify understanding.
- Elicits comments or feedback on what has been said.
- Maintains continuous, open and consistent communication with others.

Initiative - Level 2: Working Experience

- Maintains a sense of purpose, value, and ownership of work.
- Tries varied approaches and solutions to resolve a problem.
- Persists when marked difficulties arise.
- Takes action to avoid an imminent problem.

Interpersonal Relationships - Level 2: Working Experience

- Presents oneself in a professional manner to maintain image and credibility.
- Builds strong relationships with others inside and outside their own area of work.
- Cooperates and works to gain support and commitment from others when performing tasks.
- Engages with others and exchanges knowledge, including people outside the team when appropriate.

Problem Solving - Level 2: Working Experience

- Identifies standard problems based on a range of factors, most of which are clear.
- Identifies options for solving a problem and evaluates the relative strengths and weaknesses of each option.

- When predefined solutions are not applicable, identifies straightforward, practical solutions.
- Verifies problems have been solved.

Teamworking - Level 2: Working Experience

- Initiates collaboration with others.
- Assumes additional responsibilities to facilitate the achievement of team goals.
- Seeks input from other team members on matters that affect them.
- Gives credit and acknowledges contributions and efforts of other team members.

Technical

Application Sequencing - Level 3: Extensive Experience

MS Active Directory - Level 4: Subject matter depth and breadth

MS Script - creation and management - Level 3: Extensive Experience

MS Windows Server 2003/2008 - Level 3: Extensive Experience

Networking concepts (incl. security, firewalls and TCP/IP) - Level 2: Working Experience

Server management tools and techniques - Level 3: Extensive Experience

H. AUTHORISATION DETAILS:

Prepared By:	Ben Hedges (Lexonis)	Date:	10 Jan 2014
Area Commander /FHQ HoD:	Paul Hollister	Date:	6 Nov 2014
Evaluation Panel:		Date:	13 Nov 2014

Appendix: Legend

-  High priority
-  Normal priority
-  Low priority