

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 Support Engineer	Current Grade:	B001
Department:	Technology	Area:	Force Headquarters
Reports To:	Network Security Specialist	No of Posts:	1
Level of vetting:	MV	Post Number(s):	A100909

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

The role is responsible for the 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 management of, and provision of expert advice on, the selection, design, justification, implementation and operation of information security controls and management strategies to maintain the confidentiality, integrity, availability, accountability and relevant compliance of information systems with legislation, regulation and relevant standards.

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

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).

Strategy and architecture								
Information strategy	0	1	2	3	4	5	6	7
Information security								
Solution development and implementation								
Installation and integration	0	1	2	3	4	5	6	7
Systems installation/decommissioning								
Service management								
Service operation	0	1	2	3	4	5	6	7
Security administration								
Applications support								
Network support								
Problem management								

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.

Solution development and implementation

Installation and integration

Systems installation/decommissioning - Level 3: Apply:

- Installs or removes hardware and/or software, using supplied installation instructions and tools including, where appropriate, handover to the client.
- Conducts tests, corrects malfunctions, and documents results in accordance with agreed procedures.
- Reports details of all hardware/software items that have been installed and removed so that configuration management records can be updated.
- Provides assistance to users in a professional manner following agreed procedures for further help or escalation.
- Maintains accurate records of user requests, contact details and outcomes.

- Contributes to the development of installation procedures and standards.

Service management

Service operation

Security administration - Level 3: Apply:

- Investigates minor security breaches in accordance with established procedures.
- Assists users in defining their access rights and privileges, and operates agreed logical access controls and security systems.
- Maintains agreed 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.

Problem management - Level 3: Apply:

- Investigates 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 suppliers.

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

Qualifications and Training:

Educated to HND Level or equivalent experience

Accredited to ITIL Foundation Level or higher

Experience:

Good experience of implementing, managing and supporting network solutions in a demanding 24x7 environment.
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"/>		
Teamworking			<input type="checkbox"/>		
Technical	0	1	2	3	4
Anti-Virus software (McAfee or recognised equivalent)			<input type="checkbox"/>		
Firewalls - Juniper or recognised equivalent			<input type="checkbox"/>		
Internet Security Solutions (M86 or recognised equivalent)			<input type="checkbox"/>		
LAN Cabling - installation and management			<input type="checkbox"/>		
LAN/WAN Switches and Hubs - installation and management			<input type="checkbox"/>		
SMTP Edge Gateway			<input type="checkbox"/>		
VPN concepts			<input type="checkbox"/>		

Wireless networking concepts



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.

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

Anti-Virus software (McAfee or recognised euivalent) - Level 2: Working Experience

Firewalls - Juniper or recognised equivalent - Level 2: Working Experience

Internet Security Solutions (M86 or recognised equivalent) - Level 2: Working Experience

LAN Cabling - installation and management - Level 2: Working Experience

LAN/WAN Switches and Hubs - installation and management - Level 2: Working Experience

SMTP Edge Gateway - Level 2: Working 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:	5 Feb 2015
Evaluation Panel:		Date:	

Appendix: Legend



High priority



Normal priority



Low priority