IT Infrastructure Engineer

Service Unit	Crime and Justice
Team	Digital Forensic Unit
Responsible to	Head of Forensic Investigation
Scale and Salary Range	SO 1/2
Vetting Status	MV
Politically Restricted	Not Politically Restricted
CVF Level	CVF Level 2

Job Purpose

To provide systems administration, maintenance and support functions for the systems and related infrastructure necessary to enable Cleveland Police to carry out its operational duties and associated functions.

To support the processes and procedures associated with the management of a busy ICT department in accordance with the ITIL framework.

Applicants should be aware that this role may on rare occasions involve sight of images containing the sexual abuse of children and other images of an extremely offensive and distressing nature.

Principal Duties and Responsibilities

Provide and promote a high standard of service to internal and external clients in a professional manner in accordance with Service Level Agreements, the IS&T Strategy and ICT work plans

Assist in providing a technical infrastructure planning, development and management service

Provision of an infrastructure management and monitoring service including, but not limited to, capacity planning, performance monitoring and tuning, file system integrity and security

Provision of specialist IT advice and guidance

Provide an expert second line support service for fault rectification of reported incidents and problems to ensure that operational services are returned to use in line with the SLA requirements

Develop, test, install, configure and troubleshoot computer hardware/software

Develop, maintain and ensure compliance with Technical Standard Operating Procedures (SOP's) and ensure that all aspects of the Quality management System (QMS) are adhered to within the unit.

Keep up to date records of ICT assets and inventories.

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Ensure all activities are undertaken in accordance with ISO 17025, ISO 17020, ILAC G19 and the Forensic Science Regulators code of Practice and Conduct.

Undertake Continuing Professional Development (CPD) activities such as instructor led-training, e-learning and workshops in order to keep abreast of new technologies so that they can be implemented within force.

Ensure that the implementation, update and upgrade of systems and related infrastructure is in accordance with the agreed ITIL processes and procedures

Ensure that the necessary housekeeping procedures such as backup, restore and routine maintenance are undertaken in order to maintain services and in support of business continuity

Assist in the maintenance of an asset register and inventory in respect of all items of infrastructure hardware and software in use throughout the organisation

Ensure the security and integrity of the ICT infrastructure that is within the management domain of the Systems Administration team

Note

The above list is not exhaustive and other duties commensurate with the grade and general nature of the post may, from time to time, be required. In addition, there may be some variation and/or development of the above duties and responsibilities without changing the general nature of the post.

All employees are to comply with confidentialities laid down in the General Data Protection Regulation (GDPR), the Management of Police Information (MOPI), and the Official Secrets Act (which you will be bound for, for life).

All employees are expected to demonstrate a commitment to the principles of equality of opportunity and fairness of treatment for all within Cleveland Police.

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Person Specification	
Essential knowledge, skills, and experience (E)	**Desirable knowledge, skills, and experience (D)**
Knowledge and Qualifications	
A good standard of education, particularly in relation to English and Maths	An understanding of police procedures
Higher Education qualification in an IT related subject	ITIL Foundation Qualification
ICT product specific certification: E.G. Microsoft, VM-Ware	Quality Management systems
Knowledge of Networking principles	ISO standards & accreditations
Knowledge of ICT security issues	
Knowledge of IT infrastructure design, installation and support.	
Experience	
Ability to make effective decisions and work independently	A knowledge of one or more of the following technologies: o Email & Messaging systems, o SAN & NAS systems, o Thin Client, o Enterprise Management tools, o Infrastructure Monitoring tools, o Back-up technologies, o Group Policies, o VM-Ware.
Ability to plan and prioritise demands effectively in order to deliver a high quality service	
Actively seeks to find solutions to problems	
Committed to Continuous Professional Development	
Methodical and logical approach	
Experience in the following technologies: Microsoft Server products, Microsoft Active Directory Services, Microsoft Desktop products, Server hardware, Window's Server Update Services (WSUS), anti-virus & malware protection	
Skills and Abilities	
Able to use IT systems effectively	
Good communication skills, both verbal and written, at all levels of the organisation, participating in meetings and briefings	
Able to work successfully as part of a team	
Able to take on new responsibilities and keen to develop, implement and maintain new procedures	
Ability to identify weakness in personal knowledge and willing to seek assistance when necessary	
Other	
Flexible attitude towards the operational demands of the post which may require working off site and may be outside of normal office hours	
Current & valid UK driving licence	
Treat all people with dignity and respect	

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All applicants who identify themselves on the equal opportunities section of the application form as having a disability under the Equality Act 2010 and who meet the essential criteria for the post will be guaranteed an interview.

Version Control	
Reason for Version Change	**Version date**
Placed onto new version control template	23rd May 2019

Competency and Values Framework (CVF) for Policing: Level 2 – Middle Manager

Set out below are Cleveland Police Leadership Behaviours (2017) drawn from the College of Policing's Competency and Values Framework for Policing (2017). A candidate's behaviours/values will be measured at interview.

Competency	Level 2 – Middle Manager
Emotionally aware	• I consider the perspectives of people from a wide range of backgrounds before taking action. • I adapt my style and approach according to the needs of the people I am working with, using my own behaviour to achieve the best outcome. • I promote a culture that values diversity and encourages challenge. • I encourage reflective practice among others and take the time to support others to understand reactions and behaviours. • I take responsibility for helping to ensure the emotional wellbeing of those in my teams. • I take the responsibility to deal with any inappropriate behaviours.
Taking ownership	• I proactively create a culture of ownership within my areas of work and support others to display personal responsibility. • I take responsibility for making improvements to policies, processes and procedures, actively encouraging others to contribute their ideas. • I am accountable for the decisions my team make and the activities within our teams. • I take personal responsibility for seeing events through to a satisfactory conclusion and for correcting any problems both promptly and openly. • I actively encourage and support learning within my teams and colleagues.
Collaborative	• I manage relationships and partnerships for the long term, sharing information and building trust to find the best solutions. • I help create joined-up solutions across organisational and geographical boundaries, partner organisations and those the police serve. • I understand the local partnership context, helping me to use a range of tailored steps to build support. • I work with our partners to decide who is best placed to take the lead on initiatives. • I try to anticipate our partners' needs and take action to address these. • I do not make assumptions. I check that our partners are getting what they need from the police service. • I build commitment from others (including the public) to work together to deliver agreed outcomes.
Deliver, support and inspire	• I give clear directions and have explicit expectations, helping others to understand how their work operates in the wider context. • I identify barriers that inhibit performance in my teams and take steps to resolve these thereby enabling others to perform. • I lead the public and/or my colleagues, where appropriate, during incidents or through the provision of advice and support. • ensure the efficient use of resources to create the most value and to deliver the right impact within my areas. • I keep track of changes in the external environment, anticipating both the short- and long-term implications for the police

	service.
	• I motivate and inspire others to achieve their best.
Analyse critically	• I ensure that the best available evidence from a wide range of sources is taken into account when making decisions.
	• I think about different perspectives and motivations when reviewing information and how this may influence key points.
	• I ask incisive questions to test out facts and assumptions, questioning and challenging the information provided when necessary.
	• I understand when to balance decisive action with due consideration.
	• I recognise patterns, themes and connections between several and diverse sources of information and best available evidence.
	• I identify when I need to take action on the basis of limited information and think about how to mitigate the risks in so doing.
	• I challenge others to ensure that decisions are made in alignment with our mission, values and the Code of Ethics.
Innovative and open-minded	• I explore a number of different sources of information and use a variety of tools when faced with a problem and look for good practice that is not always from policing.
	• I am able to spot opportunities or threats which may influence how I go about my job in the future by using knowledge of trends, new thinking about policing and changing demographics in the population.
	• I am flexible in my approach, changing my plans to make sure that I have the best impact.
	• I encourage others to be creative and take appropriate risks.
	• I share my explorations and understanding of the wider internal and external environment.

Values	All Levels
Integrity	• I always act in line with the values of the police service and the Code of Ethics for the benefit of the public.
	• I demonstrate courage in doing the right thing, even in challenging situations.
	• I enhance the reputation of my organisation and the wider police service through my actions and behaviours.
	• I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations.
	• I am open and responsive to challenge about my actions and words.
	• I declare any conflicts of interest at the earliest opportunity.
	• I am respectful of the authority and influence my position gives me.
	• I use resources effectively and efficiently and not for personal benefit.
Impartiality	• I take into account individual needs and requirements in all of my action.
	• I understand that treating everyone fairly does not mean everyone is treated the same.
	• I always give people an equal opportunity to express their views.
	• I communicate with everyone, making sure the most relevant message is provided to all.
	• I value everyone's views and opinions by actively listening to understand their perspective.
	• I make fair and objective decisions using the best available evidence.

	• I enable everyone to have equal access to services and information, where appropriate.
Public Service	• I act in the interest of the public, first and foremost.
	• I am motivated by serving the public, ensuring that I provide the best service possible at all times.
	• I seek to understand the needs of others to act in their best interests.
	• I adapt to address the needs and concerns of different communities.
	• I tailor my communication to be appropriate and respectful to my audience.
	• I take into consideration how others want to be treated when interacting with them.
	• I treat people respectfully regardless of the circumstances.
	• I share credit with everyone involved in delivering services.
Transparency	• I ensure that my decision-making rationale is clear and considered so that it is easily understood by others.
	• I am clear and comprehensive when communicating with others.
	• I am open and honest about my areas for development and I strive to improve.
	• I give an accurate representation of my actions and records.
	• I recognise the value of feedback and act on it.
	• I give constructive and accurate feedback.
	• I represent the opinions of others accurately and consistently.
	• I am consistent and truthful in my communication.
	• I maintain confidentiality appropriately.

Further detailed information on the CVF can be located by clicking on the following link:

https://skillsforjustice-ppf.com/competency-values/