Infrastructure Support Engineer

Service Unit	ICT
Team	Infrastructure Support Team
Responsible to	Infrastructure Support Team Manager
Scale and Salary Range	SO1 – PO1
Vetting Status	RV
Politically Restricted	No
CVF Level	Level 2

Job Purpose

To provide an efficient and effective ICT Service aligned to best practice frameworks required to enable Cleveland Police to carry out its operational duties and associated functions.

Provide technical systems administration, maintenance and support functions for the Force infrastructure.

Principle Duties and Responsibilities

- Installation, moves, configuration, maintenance and support service for a wide range of infrastructure services, equipment and supporting software.

- Contribute to the design, configuration, build and testing of new Infrastructure services including hosting, storage and back-up environments in line with force and national information security policies.

- Represent the Infrastructure team as the lead engineer in one or more key technology areas.

- Support the Infrastructure Manager in ensuring that the Infrastructure services are being delivered to meet required service levels utilising monitoring, testing and auditing tools.

- Support the Infrastructure Manager by contributing expert advice and support when identifying, investigating and remediating risks and vulnerabilities. The detailed assessment of security patches, updates and changes to ensure safe deployment into the live environment.

- Operate a security patch deployment schedule to ensure emerging vulnerabilities are remediated in a safe and timely manner.

- Operate as Domain Administrator, following agreed process and procedure for controlling access to force services and maintaining required security and protection.

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

- 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.

- Maintain ownership of allocated tasks and provide timely concise communication with those impacted by the outcome.

- Work with the Support team and the wider ICT teams investigating issues, identifying new and recurring issues, providing advice and guidance to 2nd line support, either on site or via remote support tools.

- Participate in the investigation and review of Problems.

- Participate in asset refresh / audit programmes and the rollout of new capabilities.

- Demonstrate to users the best use of equipment and software where appropriate.

- Operate the server decommissioning process, ensuring all services, applications and associated data are completely migrated off end of life infrastructure.

- Prepare redundant infrastructure equipment for disposal.

- Assist with the delivery of an efficient and effective ICT service to the Force in accordance with Service Level Agreements, ICT Strategy and ICT work plans.

- Ensure all Service Requests, Support Tickets, Problems and Changes recorded in the Service Management tool are regularly kept up to date with all the information required to aid timely completion / resolution.

- Maintain an understanding of the business needs of the Force and the ICT services required to support them.

- To report progress and issues to the team manager in a timely manner. To escalate issues that may have an impact on customer service or the ability to deliver to expectations.

- Occasional requirement to represent the team manager in their absence.

- Formulate documentation and standard procedures to ensure the team provides a consistent and appropriate approach when solving problems and making changes.

- Assist in maintaining the integrity, safety and secure access to all Cleveland Police data stored on any server/network-based media in accordance with agreed policies.

- Provide specialist ICT advice and guidance to support the development of new requirements, Projects and Changes.

- Participate in activities relating to Incident Management, Problem Management and Change Management disciplines.

- Contribute to the maintenance of an effective Configuration and Knowledge Management tool.

- Contribute to the operation of an effective Asset Management process.

- Support successful project delivery with completion of related tasks and work packages.

- Liaise with third party suppliers in respect of fault rectification and support of their products.

- Assist the Team Manager in monitoring and enforcing all aspects of Health and Safety in accordance with legislation and Force policy.

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 Data Protection Act 2018, 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.

Infrastructure Support Engineer

Person Specification	
Essential knowledge, skills, and experience (E)	**Desirable knowledge, skills, and experience (D)**
Knowledge and Qualifications	
Educated to HNC or degree level or equivalent ICT Experience	A knowledge of Enterprise Management tools
An understanding of the ITIL principles and standards for Service Delivery and Support	ITIL Foundation certificate
Committed to continuous professional development	Qualifications relevant to the Principle Responsibilities and Duties of the role.
Understanding of principles of the Data Protection Act 1998 and its application within the working environment	Demonstrable knowledge in a number of, or all of the following areas: Storage arrays, Server and desktop virtualisation technologies, Infrastructure deployment tools (e.g. MS-SCCM), O365 Administration, Monitoring tools, Vulnerability management, Windows domain administration, MS-Exchange, Backup technologies, Cloud technologies. (**Note:** As a team a high level of expertise is required across all areas. Individuals will therefore be required to specialise in some but not all areas.)
	Working in confined spaces training
Experience	
Methodical and logical approach to managing workload with evidence of an ability to plan own work	Attending meetings and presenting relevant information
Able to prioritise tasks and work to competing deadlines whilst maintaining a high degree of accuracy	Risk management and safeguarding
Working with partner agencies and sharing of information whilst adhering to data protection	Project Delivery
Working in a large and complex organisation	
Demonstrable experience of working in Infrastructure support	
Skills / Abilities	
Excellent verbal and written communication skills and report writing	Ability to work under pressure to meet specific deadlines

Ability to identify weakness in personal knowledge and willing to seek assistance when necessary	Ability to plan and prioritise resources effectively in order to deliver a good service
Able to analyse a range of information noting patterns & trends & to present results in an appropriate format	Installing, maintaining and supporting a wide range of infrastructure services including hosting, storage, and back-up devices
Ability to make effective decisions	
Actively seeks to find solutions to problems	
Demonstrate a methodical approach	
Demonstrates a high level of integrity and confidentiality when dealing with sensitive material	
Ability to work under own initiative and as part of a team	
Demonstrates a motivated approach to continuous service improvement	
Other	
Full driving licence	
To have respect for diversity and be committed to the principles of Equal Opportunity and diversity	
Ability to work out of standard business hours where appropriate	
Prepared to use own vehicle for business purposes on occasions when the need arises with appropriate business insurance cover	
Ability to participate on 24x7 call out rota where appropriate	
Must have a flexible approach to work with the ability to develop new ideas and be willing to adapt to and accept change	

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**
Fusion ICT re-structure 2021 – review of role in SSL format, merger of the Desktop Infrastructure Engineer and System Administrator roles. Clarification of existing duties and requirements common to all Support Engineer roles in the ICT team.	4/5/2021

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://www.college.police.uk/career-learning/career-development/competency-and-values-framework-cvf