



## Role Profile

### C9019 SO2 Regional IT Technical Specialist

#### Role Description

Under the direction of the Regional Operational Security Advisor, act as systems administrator for the Regional Secure Network and departmental Intelligence systems and facilities. In line with agreed OLA's perform the role of Desk Top Engineer for the National Secure Network across the South West to ensure networks comply with the National Security Policy Framework.

#### Main Responsibilities

To maintain physical security of systems, access control and control removable media in relation to Information Security, ensuring compliance with the National Security Policy Framework.

To perform the role of Alternate Crypto Custodian on behalf of the department.

To manage the procurement, changes, administration, maintenance, development, installation, configuration and support of all devices, infrastructure and applications for the department, to ensuring the integrated systems are secure and interoperable.

To carry out regular reviews of physical security at all departmental offices, including making recommendations to improve security and implementing these actions with management support, under the direction of the Regional Operational Security Advisor.

To receive queries, faults and request for service on the departmental network by telephone or e-mail, resolving, where possible

To create documentation, record and categorise all requests for service and the action taken, and to refer and escalate requests as appropriate.

To monitor the resolution of reported faults and service requests by liaising with third party maintainers.

To provide hardware and remote assistance management utilising toolsets such as SCCM and Service Now.

To provide assistance to the Team leader in proactively seeking to improve upon all aspects of the current support processes and knowledge.

To develop the technical support provision for the department and the IT infrastructure required to deliver the IT services and products to meet the need of the department.

To make recommendations on an agreed range of performance outcomes, to pro-actively recommend service improvement measures. Undertakes developmental or remedial actions as directed in response to review or business feedback.

To deliver tasks within technical projects and Business As Usual, advising and recommending the development and implementation of solutions. Uses a combination of technical knowledge and interpersonal skills.

In line with agreed Operational Level Agreement with National Customer Service Centre be responsible for the maintenance; repair and upgrade of the National Secure Network across the South West and in times of peak demand support other regions

To ensure that the IT Directorate and CSC are consulted and kept up to date with changes to the department network.

#### Rank\Scale

SO2

#### Reports To

C9017 PO 3-6 Regional Operational Security Advisor, IT Coordinator

#### Supervisory Responsibility

None

#### Additional Information



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It is the policy of the Avon & Somerset Constabulary to conduct security checks on all staff in line with the National Vetting Policy. Avon and Somerset Constabulary are committed to the principles of Equal Opportunities for all and welcome applications from minority groups including disabled people.

#### Reasonable adjustments

Following consideration, reasonable adjustments will be implemented to enable disabled staff covered by the provisions of the Equality Act to undertake the core duties and responsibilities of a post in line with the Equality and Human Rights Commission (EHRC) guidance and code of practice on employment.

#### Additional Responsibilities:

You may be required to perform other duties which are not necessarily specified on the role profile, but which are commensurate with the responsibilities of the role holder.

#### Security Vetting:

It is the policy of the Avon & Somerset Constabulary to conduct security checks on all staff in line with the National Vetting Policy.

## Experience and Qualifications

#### Essential

Experience of using computer packages

Previous experience of working in an ICT environment within a customer focussed setting.

Working knowledge of National Security Policy Framework, Data Protection Act 1998, Guidance on Management of Police Information 2006 and Human Rights Act 1998.

Experience and awareness of IT security matters

Experience of using diagnostic processes to resolve basic faults

Excellent verbal communication to include providing advice.

Logical and methodical approach to workload

Able to work under own initiative

Ability to prioritise own workload and escalate requests.

Hold a full driving licence or be able to travel around the force and regional area using alternative transport.

#### Desirable

Knowledge of Special Branch practices and procedures as outlined in the Guideline of Special Branch work in Great Britain.

Experience of problem solving, taking ownership of problems and managing them to resolution.

Experience of working with external suppliers.

Knowledge of encrypted networks.

Understand, apply and work within the ITIL Framework to deliver a best practice service.

Working knowledge of:

? SCCM

? Service Now and Discovery

? Solar Winds

? Remote assistance tools and processes

? LANs/WANs including Fibre & Copper infrastructure/ data centres

This post has been designated as requiring the following vetting levels in accordance with the National Vetting Policy - Police Management Vetting (MV) And National Security Vetting - Security Clearance Level (SCEnhanced). There may be a need to have a Devolved Vetting Level (DV).

## Shortlisting



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#### SHORTLIST

#### Criteria relevant to the job

##### ESSENTIAL

Requirements necessary for safe and effective performance in the job

##### ADDITIONAL/USEFUL

Where available, elements that contribute to improved/immediate performance in the job

##### Qualifications

Hold a full driving licence or be able to travel around the force and regional area using alternative transport.

QE1

##### Experience

Experience of using computer packages

EE1

Knowledge of Special Branch practices and procedures as outlined in the Guideline of Special Branch work in Great Britain.

EA1

Previous experience of working in an ICT environment within a customer focussed setting

EE2

Experience of problem solving, taking ownership of problems and managing them to resolution

EA2

Working knowledge of National Security Policy Framework, Data Protection Act 1998, Guidance on Management of Police Information 2006 and Human Rights Act 1998.

EE3

Experience of working with external suppliers

EA3

Experience and awareness of IT security matters

EE4

Knowledge of encrypted networks

EA4

Experience of using diagnostic processes to resolve basic faults

EE5

Excellent verbal communication to include providing advice.

EE6

Logical and methodical approach to workload

EE7

Able to work under own initiative

EE8

Ability to prioritise own workload and escalate requests.

EE9



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#### Skills

Skill Category	Skill Name	Skill Level	Skill Description	For PDR
Core Values	Impartiality	Supervisory/Middle Manager	Behaviours: <ul style="list-style-type: none"> <li>• I take into account individual needs and requirements in all of my actions</li> <li>• I understand that treating everyone fairly does not mean everyone is treated the same</li> <li>• I always give people an equal opportunity to express their views</li> <li>• I communicate with everyone, making sure the most relevant message is provided to all</li> <li>• I value everyone's views and opinions by actively listening to understand their perspective</li> <li>• I make fair and objective decisions using the best available evidence</li> <li>• I enable everyone to have equal access to services and information, where appropriate</li> </ul>	No
Core Values	Integrity	Supervisory/Middle Manager	Behaviours: <ul style="list-style-type: none"> <li>• I always act in line with the values of the police service and the Code of Ethics for the benefit of the public</li> <li>• I demonstrate courage in doing the right thing, even in challenging situations</li> <li>• I enhance the reputation of my organisation and the wider police service through my actions and behaviours</li> <li>• I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations</li> <li>• I am open and responsive to challenge about my actions and words</li> <li>• I declare any conflicts of interest at the earliest opportunity</li> <li>• I am respectful of the authority and influence my position gives me</li> <li>• I use resources effectively and efficiently and not for personal benefit</li> </ul>	No
Core Values	Public Service	Supervisory/Middle Manager	Behaviours: <ul style="list-style-type: none"> <li>• I act in the interest of the public, first and foremost</li> <li>• I am motivated by serving the public, ensuring that I provide the best service possible at all times</li> <li>• I seek to understand the needs of others to act in their best interests</li> <li>• I adapt to address the needs and concerns of different communities</li> <li>• I tailor my communication to be appropriate and respectful to my audience</li> <li>• I take into consideration how others want to be treated when interacting with them</li> <li>• I treat people respectfully regardless of the circumstances</li> <li>• I share credit with everyone involved in delivering services</li> </ul>	No



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Core Values	Transparency	Supervisory/Middle Manager	Behaviours: <ul style="list-style-type: none"> <li>• I ensure that my decision-making rationale is clear and considered so that it is easily understood by others</li> <li>• I am clear and comprehensive when communicating with others</li> <li>• I am open and honest about my areas for development and I strive to improve</li> <li>• I give an accurate representation of my actions and records</li> <li>• I recognise the value of feedback and act on it</li> <li>• I give constructive and accurate feedback</li> <li>• I represent the opinions of others accurately and consistently</li> <li>• I am consistent and truthful in my communications</li> <li>• I maintain confidentiality appropriately</li> </ul>	No
Intelligent, Creative and Informed Policing	We analyse critically	Supervisory/Middle Manager	<p>I ensure that the best available evidence from a wide range of sources is taken into account when making decisions.</p> <p>I think about different perspectives and motivations when reviewing information and how this may influence key points.</p> <p>I ask incisive questions to test out facts and assumptions, questioning and challenging the information provided when necessary.</p> <p>I understand when to balance decisive action with due consideration.</p> <p>I recognise patterns, themes and connections between several and diverse sources of information and best available evidence.</p> <p>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.</p> <p>I challenge others to ensure that decisions are made in alignment with our mission, values and the Code of Ethics.</p>	No



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Inclusive, Enabling and Visionary Leadership	We are collaborative	Supervisory/Middle Manager	<p>I manage relationships and partnerships for the long term, sharing information and building trust to find the best solutions.</p> <p>I help create joined-up solutions across organisational and geographical boundaries, partner organisations and those the police serve.</p> <p>I understand the local partnership context, helping me to use a range of tailored steps to build support.</p> <p>I work with our partners to decide who is best placed to take the lead on initiatives.</p> <p>I try to anticipate our partners' needs and take action to address these.</p> <p>I do not make assumptions. I check that our partners are getting what they need from the police service.</p> <p>I build commitment from others (including the public) to work together to deliver agreed outcomes.</p>	No
Resolute, Compassionate and Committed	We are emotionally aware	Supervisory/Middle Manager	<p>I consider the perspectives of people from a wide range of backgrounds before taking action.</p> <p>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.</p> <p>I promote a culture that values diversity and encourages challenge.</p> <p>I encourage reflective practice among others and take the time to support others to understand reactions and behaviours.</p> <p>I take responsibility for helping to ensure the emotional wellbeing of those in my teams.</p> <p>I take the responsibility to deal with any inappropriate behaviours.</p>	No



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Intelligent, Creative and Informed Policing	We are innovative and open-minded	Supervisory/Middle Manager	<p>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.</p> <p>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.</p> <p>I am flexible in my approach, changing my plans to make sure that I have the best impact.</p> <p>I encourage others to be creative and take appropriate risks.</p> <p>I share my explorations and understanding of the wider internal and external environment.</p>	No
Inclusive, Enabling and Visionary Leadership	We deliver, support and inspire	Supervisory/Middle Manager	<p>I give clear directions and have explicit expectations, helping others to understand how their work operates in the wider context.</p> <p>I identify barriers that inhibit performance in my teams and take steps to resolve these thereby enabling others to perform.</p> <p>I lead the public and/or my colleagues, where appropriate, during incidents or through the provision of advice and support.</p> <p>I ensure the efficient use of resources to create the most value and to deliver the right impact within my areas.</p> <p>I keep track of changes in the external environment, anticipating both the short and long-term implications for the police service.</p> <p>I motivate and inspire others to achieve their best.</p>	No
Resolute, Compassionate and Committed	We take ownership	Supervisory/Middle Manager	<p>I proactively create a culture of ownership within my areas of work and support others to display personal responsibility.</p> <p>I take responsibility for making improvements to policies, processes and procedures, actively encouraging others to contribute their ideas.</p> <p>I am accountable for the decisions my team make and the activities within our teams.</p> <p>I take personal responsibility for seeing events through to a satisfactory conclusion and for correcting any problems both promptly and openly.</p> <p>I actively encourage and support learning within</p>	No



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**NOS**

NOS Unit	Unit Name	Unit Description