



HERTFORDSHIRE
CONSTABULARY

ROLE PROFILE

Role Title:	Networks Analyst
Rank/Grade:	(B) SC6 (C) SC4 (H) A3
Job Family:	Business Support
Reporting to:	Network Team Leader
Main purpose of the role:	Assist the Network engineers and Team Leaders to manage and maintain the BCH network estate, ensuring service availability and minimising the impact of system change and service disruption. Proactively monitoring the network to identify potential issues and rectify the issues identified. Monitor the allocated incident and task lists and act upon those to resolve user issues and return the service to normal operation as quickly as possible.

Key Responsibilities

- Perform daily monitoring of various network infrastructure elements such as but not limited to, wireless network controllers CCTV equipment, Skype and exchange infrastructure. Produce records of the monitoring results and raise incidents for any identified issues. Consult with the team leader regarding resolution and where instructed, provide a resolution. Record accurately all activities and report any failures in the process to your line manager for corrective action.
- As directed, carry out equipment patching using both automatic and manual processes as appropriate and ensure that the updates have been successfully applied. Proactively resolve any failures identified through automated or manual monitoring, ensuring any procedures or corrective actions are documented. Record accurately all patching activities. Report any failures in the process to your line manager for corrective action.
- Carry out on-site supervision of supplier resources who are visiting Force sites. Ensuring that their health and safety needs are met and that they are following BCH change processes. Ensure that such visitors are not deviating from the agreed work packages.
- Communicate with users across BCH prior to any disruptive service affecting actions to agree a suitable timeslot to ensure there are no operational reasons to delay the process. Ensure that the ICT change process is followed at all times.

Agile Working	
Psychological Assessment	
Return on Investment	
Limited Duties	

Financial e.g. Limits/Mandates	Non-Financial e.g. Staff Responsibility
• None	• None

Entry Requirements

- 2 years' experience working within a technical support environment, preferably network related.
- Educated to GCSE level or equivalent (Inc. Maths & English) or proven written and numeric skills.
- Good computer literacy & keyboard and telephony skills.
- Must be highly-motivated, innovative and flexible with excellent time management skills.
- Must be capable of good communications at all levels often dealing with complex ICT issues with non-ICT staff.
- Ability to work effectively within a team but also with minimal supervision even when under pressure
- Self-motivated and well organised
- Experience of working in a network infrastructure support role is desirable
- A Cisco qualification such as ICND1 is desirable

Any other General Requirements/Scope

- The post-holder may be required to work across BCH (and for external meetings or training), attend meetings and to liaise and work with staff in different locations, therefore the ability to travel is essential.



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- Flexibility will be required as some system outages will need to be planned for outside normal office hours.
- The post holder will be expected to undertake training as and when required.
- The post holder will be expected to comply with health and safety requirements.
- Following appropriate training, to take on the role of Evacuation Marshal if no volunteers come forward in the post holders work location.
- Vetting will be required, as advised by the vetting unit.

Obligatory Requirements

- Before commencement of this appointment, this role is subject to medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.
- There is a requirement for the role holder to meet the probationary objectives set.

Personal Qualities (Behavioural Competencies)

We are emotionally aware

I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

We take ownership

I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.

We are collaborative

I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.

We deliver, support and inspire

I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.

We analyse critically

I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.

We are innovative and open-minded



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I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.