ROLE PROFILE

Role Title:	ICT Support Engineer
Rank/Grade:	(B) SO1 (C) SO1 (H) A4
Job Family:	Business Support
Reporting to:	ICT Support Team Leader
Main purpose of the role:	To provide second line technical support to resolve hardware faults and action service requests within agreed service level targets.

Key Responsibilities
• Using previous technical knowledge and documentation analyse desktop hardware (desktop hardware may include but not be limited to desktops, laptops, tablets, printers, monitors, scanners, multifunctional printers, switch boxes, conferencing devices and specialist custody and force control room equipment) and application software faults raised via the ICT Service Desk. Collate relevant information and diagnoses to assist in the verification of the fault in order that the necessary action may be taken to restore service to the user of BCH system. Document fixes for use by others within a knowledge base system. Ensure clients and servers remain up-to-date in relation to supplier patches and updates and carry out systems administration tasks in line with the live production environments accurately recording the associated information in the appropriate management system ensuring that client's deliverables remain aligned to relevant licensing agreements. Carry out audits of equipment as directed and accurately record the results. Support critical hardware and software in a pressured environment, including force control rooms custody units and live operations where time is critical.
• Provision desktop equipment builds and installations of hardware and software. Undertake hardware and software upgrades and re-configuration required to enable growth of the live services to meet changing demands. Ensure the Hardware and Software meet present and anticipated needs of the Business. This also includes providing guidance and advice to users in the best use of the desktop equipment and services, both on a routine basis and in the course of establishing requirements for emergencies, major incidents or major events. Assist with the design and planning of additions and enhancements to the live systems and processes of the department's support model.
• Carry out daily housekeeping, routine system administration, data processing functions, communicating with suppliers and subject to instruction including disposal of obsolete equipment.
• Take an active part in nominated projects by attending project meetings and ensuring the issues relating to support are covered and accounted for within the project. Where required, produce relevant documentation for the ICT Support Team as well as training other members of the team in its use.
• Maintain knowledge and understanding of ICT common faults as well as and awareness of relevant technical and procedural changes within the department and their impact on the work of the ICT Support Team. Make recommendations for alterations as necessary in line with corporate aims and objectives.

Agile Working	Not applicable
Psychological Assessment	Not applicable
Return on Investment	Not applicable
Limited Duties	Not applicable

Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
• None	• None

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Entry Requirements

- Educated to A-level or equivalent (Inc. Maths & English) or proven written and numeric skills.
- At least 2 years' IT support experience working in a Microsoft Windows environment.
- The Microsoft technology stack is at the core of our environment therefore a working knowledge of areas including AD and admin tools is advantageous as well as VPN technologies
- Responsible for troubleshooting a variety of faults so a working knowledge of Microsoft Operating Systems including software deployment and support and understanding of networking is desirable
- At least 1 years' experience of supporting hardware (desktop and/or server)
- Experience with working within customer service environment.
- 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. Must be conversant and at ease with all forms of communications.
- Ability to work in a team
- Ability to work effectively with minimal supervision even when under pressure
- Self-motivated and well organised
- Excellent interpersonal skills

Any other General Requirements/Scope

- The role holder will be working across one county and will be required on occasion to travel to the other counties for knowledge sharing and suppliers. Therefore the ability to travel is essential and ability to drive a vehicle for the purpose of transporting equipment in the line of duty.
- Expected to be part of a formal on call rota.
- The post holder will be expected to undertake training as and when required.
- Vetting will be required, as advised by the vetting unit.
- 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.

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

I demonstrate 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.