



ROLE PROFILE

Role Title:	Digital Forensic Technician
Rank/Grade:	A4 (non supervisory)
Job Family:	Business Support
Reporting to:	Customer Services Manager
Main purpose of the role:	Digital Forensic Technicians provide a dedicated specialist digital acquisition and investigatory service to Hertfordshire Constabulary. The type of devices from which data is acquired include computers, laptops, sat navs, smart phones and cell phones. A range of techniques are used to acquire the data. The role also involves providing investigative staff with forensically sound access to exhibits for the Virtualisation service provided by the post holders. To contribute to achieving the Force vision, purpose and values.

Key Responsibilities

- Collection, preservation, and extraction of digital information in a forensically sound manner in line with the ACPO Good Practice Guide for Digital Evidence. Logical analysis of data held on tablets, satellite navigation devices, mobile telephone handsets, digital cameras and all forms of digital media. Use of a range of investigative and analytical techniques to ensure that all relevant evidence and intelligence is extracted from datasets.
- Assessment and configuration of computer and other storage devices to facilitate the use of the HTCUC Virtualisation service for non-technical investigators. Including the use of the Intella software for indexing data sets.
- Creation and maintenance of the software builds utilised by staff in Hi Tech Crime Unit.
- Maintenance of the private Hi Tech Crime Unit multi-terabyte storage facility, and network infrastructure. Building and maintenance of forensic workstations.
- Presentation of digital evidence at court.
- Maintaining up-to-date technical knowledge of emerging digital devices and Internet based resources and to act as expert advisor to Investigators and case managers across the Constabulary.

Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • None

Entry Requirements

This role holder needs a pre-existing skill and/or qualification in Computing or Computer Forensics to be able to evidence the level of technical expertise to deliver this function.

- Knowledge of digital device architecture, configuration and disassembly techniques.
- Previous technical experience in a digital device environment, e.g. computer repair, network administration or mobile telephone handset repair.
- Ability to successfully achieve a pass on the College of Policing Core Skills in Digital Forensics course.

Any other General Requirements/Scope

- A full driving licence or ability to travel to different locations will be required. If using own transport then business insurance will need to be organised by the individual.
- The role will involve working in different locations around the county
- The post holder may be required to work additional hours if required for operational reasons.
- Vetting required to mv level, and as advised by the vetting unit.
- 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.

Obligatory Requirements

- Before commencement of this appointment, this role is subject to passing a psychological assessment and there will continue to be screening on a regular basis.



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Personal Qualities(Behavioural Competencies)

Serving the public

Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests. Understands the expectations, changing needs and concerns of different communities, and strives to address them. Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police. Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them. Works in partnership with other agencies to deliver the best possible overall service to the public.

Openness to change

Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change and putting forward ideas for improvement. Takes an innovative and creative approach to solving problems.

Service delivery

Understands the organisation's objectives and priorities, and how own work fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes. Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well. Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.

Professionalism

Acts with integrity, in line with the values and ethical standards of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behaviour. Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.

Decision making

Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.

Working with others

Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships. Explains things well, focusing on the key points and talking to people using language they understand. Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively. Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations. Is courteous, polite and considerate, showing empathy and compassion. Deals with people as individuals and addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.