ROLE PROFILE

Role Title:	ICT Server Team Leader
Rank/Grade:	(B) PO2 (C) MB1 (H) B5
Job Family:	Business Support
Reporting to:	ICT Infrastructure Manager
Main purpose of the role:	To supervise and control the team that provides the BCH physical and virtual server estate, storage and database facilities. To provide support and technical advice on hardware and software issues raised via the ICT Service Desk. Drawing on support experience to include complete equipment installations as well as carrying out the repair, backup and relocation of hardware and software. There will be two teams working to a common and consistent working practice based one in the North and one in the South of BCH.

Key Responsibilities

- Under the guidance of the ICT Infrastructure Manager, provide line management for an ICT Server Team including recruitment, professional development, coaching and mentoring, health and safety, welfare and discipline to achieve maximum potential from staff. Maintain and apply high levels of personnel management skills to promote good levels of team working, morale and productivity both internally between subordinate staff and externally within multi-disciplinary project teams (including staff from external suppliers). Ensure the team are applying and adhering to departmental policies and processes, including Change and Asset Management, and complying with industry best practice.

- Perform daily monitoring and management of the BCH server and storage estate delivering high levels of service availability and performance. Proactively resolve any faults or failures identified through automated or manual monitoring ensuring any procedures or corrective actions are documented. Ensure relevant configuration and support documentation for server functions are up to date and review a regular intervals.

- Drawing on support experience ensure that the team provide support and technical advice on infrastructure hardware and software issues raised via the ICT Service Desk to include the repair, installation and relocation of hardware, storage, operating systems and software. Review all incidents and service requests from users to seek resolution in a timely and professional manner, ensure the team are working on prioritised tasks. Act as the lead on allocated projects and ensure delivery within project constraints.

- Provide 3rd line technical support and advice to both users and ICT department staff. Undertake assessment, investigation, analysis and resolution of complex problems with ICT products involving all aspects of server and storage management. Negotiate with internal and external suppliers where necessary to resolve issues and successfully implement solutions.

- In line with the ICT departments Change and Enterprise Architecture processes, provide subject matter expertise to undertake technical analysis work underpinned by an understanding of the relevant technologies on a range of developments. Where required, produce formal documentation and provide expert technical advice during evaluation of tenders from suppliers. Provide 3rd line technical support and advice to both users and ICT department staff. Undertake assessment, investigation, analysis and resolution of complex problems with ICT products involving all aspects of server and storage management. Negotiate with internal and external suppliers where necessary to resolve issues and successfully implement solutions.

- Maintain an in depth level of up to date IT industry and technical awareness specifically in the server and storage area. Through assessment and analysis undertake investigations into new technologies and evaluate their appropriateness. Provide relevant information and reports to the ICT Strategic Working Group as required.

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Agile Working	To be confirmed
Psychological Assessment	To be confirmed
Return on Investment	To be confirmed
Limited Duties	To be confirmed

Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
• None	• Five direct line reports across BCH

Entry Requirements
- Educated to BTEC HND standard in a relevant subject or equivalent industry experience
- 4 years' practical server administrator experience
- 2 years' experience working with Microsoft Server, Hyper-V and/or VMWare
- Experience with Linux and/or Solaris servers is desirable.
- Ability to manage a team of engineers.
- Experience of data storage technologies and techniques.
- 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

Any other General Requirements/Scope
- The role holder will be managing staff across BCH. Therefore the ability to travel is essential.
- 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.

ROLE PROFILE

Personal Qualities (Behavioural Competencies)

We are 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.

We take 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.

We are 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.

We 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. I 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.

We 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.

We are 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.