ROLE PROFILE

Role Title:	**ICT Mobile Communications Engineer**
Rank/Grade:	**(B) PO1 (C) SO2 (H) A5**
Job Family:	**Business Support**
Reporting to:	**ICT Mobile Communications Team Leader**
Main purpose of the role:	The Post-holder will assist the Communications Team Leader in providing installation, 1st and 2nd line support and maintenance of all mobile communication services throughout BCH. This will include but not be exclusive to Airwave radios, Smart phones, body worn video recorders and similar technologies. To create and maintain all necessary asset tracking information, accounting for the issue and location of assets and ensuring that accuracy is maintained at all times.

Key Responsibilities
• Provide 1st & 2nd line technical and engineering support and participate in an 'on call' emergency rota in respect of all mobile communications services. Ensure that any disruption to these services due to faults are kept to a minimum, meeting agreed time limits or SLA's. The post holder will ensure that the processes followed is in line with departmental policies and standards. To ensure that the terminals are securely managed and all encryption keys are managed in line with CESG guidance. Ensure that accurate records of all maintenance work and changes to assets are recorded in the appropriate asset tracking systems.
• Using specialist tools and equipment monitor the quality of coverage and performance of the systems. Ensure the equipment and services meet present and anticipated needs of the Forces. This also includes providing guidance and advice to operational officers in the best use of the mobile communications equipment and services, both on a routine basis and in the course of establishing requirements for emergencies, major incidents or major events which may require reconfiguration or loading of encryption keys.
• To create and maintain asset records relating to all mobile communications equipment and services covering in service, stock and decommissioned equipment. This includes maintaining all Airwave and ESN fleet-map documentation and records covering communications assets. This information must be updated in an accurate and timely manner at all times.
• Carry out audits of equipment as directed and accurately record the results. Carry out software, firmware, and hardware upgrades to mobile communications equipment. Install software patches updates and encryption keys as required and accurately record the associated information in the appropriate management system. Configure equipment for the needs of individual users and manage the configuration to ensure security of restricted data.
• To actively develop knowledge and understanding of the future of mobile communication services so that skills are kept up to date. Follow industry developments and technical standards in these fields so that recommendations can be made to the Force, project teams, and ICT Managers on new tools, technology and equipment.

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	• None

Entry Requirements

- Educated to BTEC HND standard in a relevant subject or equivalent industry experience
- Approximately 2 years' experience of operating in an ICT related support and maintenance environment.
- Experience of working within a mobile communications environment is highly desirable.
- 3 years' practical ICT experience
- 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.
- Good computer literacy & keyboard skills specifically using the Microsoft Office suite

Any other General Requirements/Scope

- The role holder will be required to attend sites across Bedfordshire, Cambridgeshire and Hertfordshire, 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.