ROLE PROFILE

Role Title:	**ICT Client Development Engineer**
Rank/Grade:	**(B) SO2 (C) SO2 (H) A5**
Job Family:	**Business Support**
Reporting to:	**ICT Client Development Team Leader**
Main purpose of the role:	To analyse, configure, build and deliver Operating System builds and application packages to client devices (desktops, laptop etc.) and to provide 3rd line technical support for these functions. The role holder will be required to work with project teams to ensure that a required client can be created and also to build releases to accommodate new critical functionality e.g. patches. The role holder will also be required to investigate and resolve incidents escalated by 2nd line functions.

Key Responsibilities
• Provide subject matter expertise (SME) in the area of client development for Operating System and application packaging to support the analysis, configuration, build and delivery of a wide range of deliverables using varied technologies. Integrate new client solutions into the Force infrastructure using industry standard tools, such as SCCM or custom generated methods. Negotiate with internal teams and external suppliers to resolve issues and successfully implement systems, ensuring compliance with contract terms, service level agreement and any financial constraints. Manage smaller technical implementation projects including the tasking of support services and liaising with external suppliers and producing support documentation to ensure a smooth transition from ICT Client Development to other ICT groups. Work for this function will emanate from new system delivery as well as upgrades to legacy systems.
• Provide specialist skills to design, implement and administer the System Centre Configuration manager system (SCCM) through the BCH enterprise and anti-virus and client development test environments. Ensure client devices remain up-to-date in relation to OS and supplier patches and carry out systems administration tasks in line with the live production environments, ensuring that client's deliverables remain aligned to relevant licensing agreements. Evaluate and deploy anti-virus definition updates and ensure that monitoring and responding to security incidents, Polwarps and security notifications are carried out. Design, test and deploy Group Policies, to control the user experience and security of the workstation environment in line with Government guidelines and Microsoft baselines, including delivering against ITHC recommendations and evaluating the results, testing and implementing resolutions.
• In line with the ICT departments Change and Enterprise Architecture processes, provide and produce formal documentation and provide expert technical advice during evaluation of tenders from suppliers. Continually monitor incidents and service requests to ensure alignment with SLAs.
• As a subject matter expert (SME) provide 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 client delivery. Negotiate with internal and external suppliers where necessary to resolve issues and successfully implement solutions.
• Continually keep abreast of new enterprise deployment techniques, application and desktop virtualisation technologies. 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.

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

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

Entry Requirements

- Educated to BTECH HND standard in a relevant subject or equivalent industry experience.
- At least 3 year's IT support experience working in a Microsoft Windows environment with extensive experience of an Enterprise systems management software product.
- Proficient technical knowledge and skills working with Microsoft Windows platforms and applications, Microsoft RDP, Microsoft SCCM, Microsoft Windows Server and networking protocols , Microsoft Active Directory, DHCP, Microsoft Print Management Services and Group Policy Management.
- Working knowledge of Application Packaging Technologies and Scripting languages
- Customer Service Qualification or experience of dealing with customers.
- 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 forces of communications including the production of high-quality documentation and ability to communicate with a wide variety of staff at all levels.
- Experience of developing and working in partnership with external strategic and technology partner
- Ability to work in a team.
- Ability to work effectively with minimal supervision even under pressure.

Any other General Requirements/Scope

- Role holder will be required to attend meetings across BCH with other ICT teams and business departments. Therefore the ability to travel is essential.
- Vetting required, as advised by the vetting unit.
- Not expected to be part of on-call rota however post holder may elect to form part of the ICT Support Engineer callout by negotiation with the Support Team
- 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 Marshall 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 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.