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| **Service Unit** | ICT |
| **Team** | Infrastructure Support Team |
| **Responsible to** | Principal Platform Support Engineer |
| **Scale and Salary Range** | SO1 – PO1 |
| **Vetting Status** | RV & MV & SC |
| **Politically Restricted** | No |
| **CVF Level** | Level 1 |

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| **Job Purpose** |
| To provide an efficient and effective ICT Service aligned to best practice frameworks required to enable Cleveland Police to carry out its operational duties and associated functions.Support the management of security threats, vulnerabilities and emerging risks, operating required controls, measures and mitigations to protect the organisations systems and information.  |

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| **Principle Duties and Responsibilities** |
| * Support the development and maintenance of an effective vulnerability and security patch management lifecycle including the identification, research, assessment, remediation and reporting of current threats, vulnerabilities and emerging risks.
* Collaborate with key stakeholders on remediation plans and defence strategies and provide expert guidance.
* Operate a security patch deployment schedule to ensure emerging vulnerabilities are remediated in a safe and timely manner.
* Support the design, configuration, build and testing of endpoints, platforms and services across the organisations cloud, virtual and physical environments, in line with force and national information security policies.
* Assist with cyber security risk assessments, audits and incident management processes
* Packaging, testing and deployment of endpoint and infrastructure products for remote deployment.
* Operate a monitoring service including, but not limited to, responding to vulnerability alerts, performance monitoring and tuning and file system integrity and security of all endpoint devices.
* Support the Infrastructure Manager in ensuring that the infrastructure endpoint management services are being developed and delivered to meet required service levels utilising monitoring, testing and auditing tools.
* Operate as part of the desktop design authority including compatibility and security assurance of applications and operating systems within the infrastructure.
* Operate as Administrator, following agreed process and procedure for controlling access to force services and maintaining required security and protection.
* Provide expert guidance supporting the identification & specification of new desktop hardware.
* Maintain ownership of allocated tasks and provide timely concise communication with those impacted by the outcome.
* Work with the Support team and the wider ICT teams investigating issues, identifying new and recurring issues, providing advice and guidance to 2nd line support, either on site or via remote support tools.
* Participate in the investigation and review of Problems.
* Participate in asset refresh / audit programmes and the rollout of new capabilities.
* Demonstrate to users the best use of equipment and software where appropriate.
* Prepare redundant equipment for disposal.
* Assist with the delivery of an efficient and effective ICT service to the Force in accordance with Service Level Agreements, ICT Strategy and ICT work plans.
* Ensure all Service Requests, Support Tickets, Problems and Changes recorded in the Service Management tool are regularly kept up to date with all the information required to aid timely completion / resolution.
* Maintain an understanding of the business needs of the Force and the ICT services required to support them.
* To report progress and issues to the team manager in a timely manner. To escalate issues that may have an impact on customer service or the ability to deliver to expectations.
* Occasional requirement to represent the Principal Platform Support Engineer in their absence.
* Formulate documentation and standard procedures to ensure the team provides a consistent and appropriate approach when solving problems and making changes.
* Assist in maintaining the integrity, safety and secure access to all Cleveland Police data stored on any server/network-based media in accordance with agreed policies.
* Provide specialist ICT advice and guidance to support the development of new requirements, Projects and Changes.
* Participate in activities relating to Incident Management, Problem Management and Change Management disciplines.
* Contribute to the maintenance of an effective Configuration and Knowledge Management tool.
* Contribute to the operation of an effective Asset Management process.
* Support successful project delivery with completion of related tasks and work packages.
* Liaise with third party suppliers in respect of fault rectification and support of their products.
* Assist the Team Manager in monitoring and enforcing all aspects of Health and Safety in accordance with legislation and Force policy.
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| **Note** |
| **The above list is not exhaustive and other duties commensurate with the grade and general nature of the post may, from time to time, be required. In addition, there may be some variation and/or development of the above duties and responsibilities without changing the general nature of the post.****All employees are to comply with confidentialities laid down in the Data Protection Act 2018, the Management of Police Information (MOPI), and the Official Secrets Act (which you will be bound for, for life).****All employees are expected to demonstrate a commitment to the principles of equality of opportunity and fairness of treatment for all within Cleveland Police.** |

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|  **Person Specification** |
| **Essential knowledge, skills, and experience (E)** |  **Desirable knowledge, skills, and experience (D)** |

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|  **Knowledge and Qualifications** |
| Educated to HNC or degree level or equivalent ICT Experience. | A knowledge of Enterprise Management tools |
| An understanding of the ITIL principles and standards for Service Delivery and Support. | ITIL Foundation certificate |
| Committed to continuous professional development | Cyber Security Fundamentals |
| Qualifications relevant to the Principal Responsibilities and Duties of the role. | Demonstrable knowledge in some of the following areas: Infrastructure Management Tools (e.g. MS-SCCM/In-Tune) Windows OS, O365 Administration, Cloud Technologies, Virtualisation Technologies, Vulnerability Management Tools, Active Directory Administration. |
| Understanding of principles of the Data Protection Act 2018 and its application within the working environment. | ISO27001/2 awareness |

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|  **Experience** |
| Methodical and logical approach to managing workload with evidence of an ability to plan own work | Attending meetings and presenting relevant information |
| Able to prioritise tasks and work to competing deadlines whilst maintaining a high degree of accuracy | Risk management and safeguarding |
| Working with partner agencies and sharing of information whilst adhering to data protection | Project Delivery |
| Working in a large and complex organisation |  |
| Demonstrable experience of working in platform support. |  |
| Skills / Abilities  |
| Excellent verbal and written communication skills and report writing. | Ability to work under pressure to meet specific deadlines |
| Ability to identify weakness in personal knowledge and willing to seek assistance when necessary | Ability to plan and prioritise resources effectively in order to deliver a good service |
| Able to analyse a range of information noting patterns & trends & to present results in an appropriate format | Installing, maintaining and supporting a wide range of infrastructure endpoint services including virtual, cloud-hosted, and desktop devices. |
| Ability to make effective decisions |  |
| Actively seeks to find solutions to problems |   |
| Demonstrate a methodical approach |   |
| Demonstrates a high level of integrity and confidentiality when dealing with sensitive material. |  |
| Ability to work under own initiative and as part of a team. |  |
| Demonstrates a motivated approach to continuous service improvement. |  |
|  Other |
| Full driving licence |  |
| To have respect for diversity and be committed to the principles of Equal Opportunity and diversity |  |
| Ability to work out of standard business hours where appropriate |  |
| Prepared to use own vehicle for business purposes on occasions when the need arises with appropriate business insurance cover |  |
| Ability to participate on 24x7 call out rota where appropriate |  |
| Must have a flexible approach to work with the ability to develop new ideas and be willing to adapt to and accept change |  |

**All applicants who identify themselves on the equal opportunities section of the application form as having a disability under the Equality Act 2010 and who meet the essential criteria for the post will be guaranteed an interview.**

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| **Version Control** |
| **Reason for Version Change** | **Version date** |
| Updated JD | March 2024 |
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**Competency and Values Framework (CVF) for Policing: Level 1 – Practitioner**

**Set out below are Cleveland Police Leadership Behaviours (2017) drawn from the College of Policing’s Competency and Values Framework for Policing (2017). A candidate’s behaviours/values will be measured at interview.**

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| **Competency** | **Level 1 – Practitioner** |
| **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.
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| **Taking 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.
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| **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.
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| **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.
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| **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.
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| **Innovative and open-minded** | * I demonstrate an open-ness 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.
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| **Values** | **All Levels** |
| **Integrity** | * I always act in line with the values of the police service and the Code of Ethics for the benefit of the public.
* I demonstrate courage in doing the right thing, even in challenging situations.
* I enhance the reputation of my organisation and the wider police service through my actions and behaviours.
* I challenge colleagues whose behaviour, attitude and language falls below the public’s and the service’s expectations.
* I am open and responsive to challenge about my actions and words.
* I declare any conflicts of interest at the earliest opportunity.
* I am respectful of the authority and influence my position gives me.
* I use resources effectively and efficiently and not for personal benefit.
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| **Impartiality** | * I take into account individual needs and requirements in all of my action.
* I understand that treating everyone fairly does not mean everyone is treated the same.
* I always give people an equal opportunity to express their views.
* I communicate with everyone, making sure the most relevant message is provided to all.
* I value everyone’s views and opinions by actively listening to understand their perspective.
* I make fair and objective decisions using the best available evidence.
* I enable everyone to have equal access to services and information, where appropriate.
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| **Public Service** | * I act in the interest of the public, first and foremost.
* I am motivated by serving the public, ensuring that I provide the best service possible at all times.
* I seek to understand the needs of others to act in their best interests.
* I adapt to address the needs and concerns of different communities.
* I tailor my communication to be appropriate and respectful to my audience.
* I take into consideration how others want to be treated when interacting with them.
* I treat people respectfully regardless of the circumstances.
* I share credit with everyone involved in delivering services.
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| **Transparency** | * I ensure that my decision-making rationale is clear and considered so that it is easily understood by others.
* I am clear and comprehensive when communicating with others.
* I am open and honest about my areas for development and I strive to improve.
* I give an accurate representation of my actions and records.
* I recognise the value of feedback and act on it.
* I give constructive and accurate feedback.
* I represent the opinions of others accurately and consistently.
* I am consistent and truthful in my communication.
* I maintain confidentiality appropriately.
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Further detailed information on the CVF can be located by clicking on the following link:

<https://www.college.police.uk/career-learning/career-development/competency-and-values-framework-cvf>