

WILTSHIRE POLICE

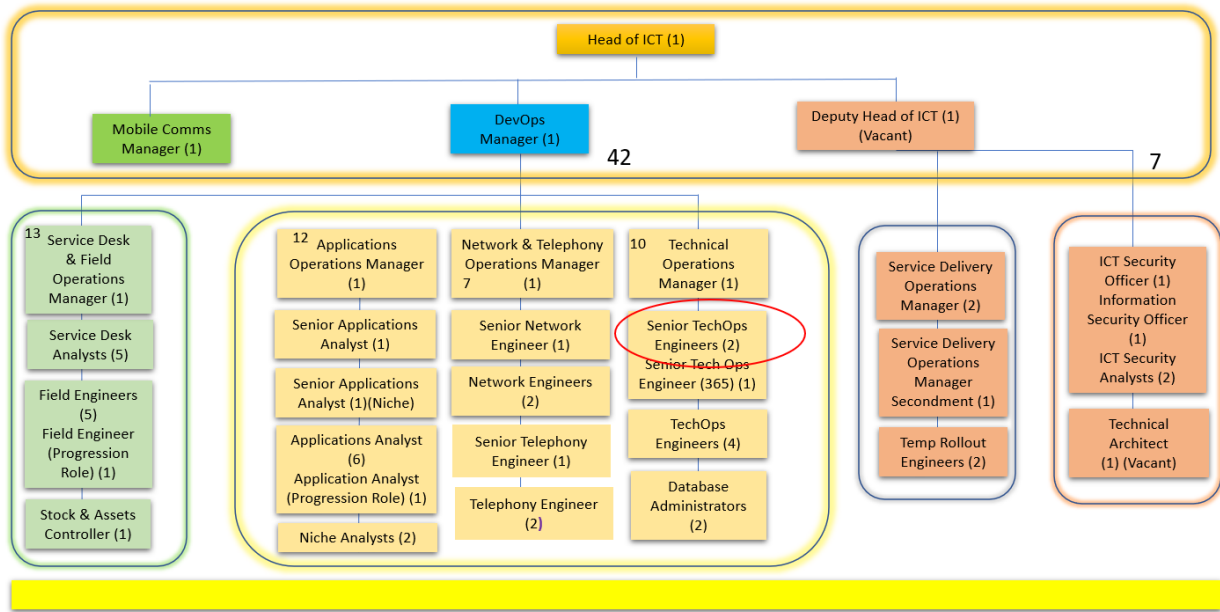


Job Description

Post Title: Senior Tech Ops Engineer	Department: ICT
Post Number:	Work Location: HQ, Devizes
Grade: W10	Security Vetting Level: MV
Responsible to: Technical Operations Manager	Date: March 2020

Reporting Structure:

Wiltshire Police ICT Department – Nov 2023



Senior Tech Ops Engineer

Job Purpose

Reporting to the Technical Operations Manager, you will be responsible for providing support to our business on anything surrounding servers, networking or telephony. You will be responsible for maintaining a compliant and supported state across on-site IT infrastructure, working with internal teams to implement technology measures to capture KPIs, act as escalation to internal and external support teams and troubleshoot issues with services.

You will perform defined tasks to monitor service delivery against service level agreements and maintain records of relevant information. You will analyse service records against agreed service levels regularly to identify actions required to maintain or improve levels of service, and initiate reports on these actions.

Main Responsibilities :

1. Provides technical expertise to enable the correct application of operational procedures. Uses network management tools to determine network load and performance statistics. Contributes to the planning and implementation of maintenance and installation work, including building and management of systems and components in virtualised computing environments. Implements agreed network changes and maintenance routines. Identifies operational problems and contributes to their resolution, checking that they are managed in accordance with agreed standards and procedures. Provides reports and proposals for improvement, to specialists, users and managers. (ITOP)
2. Contributes to the availability management process and its operation and performs defined availability management tasks. Analyses service and component availability, reliability, maintainability and serviceability. Ensures that services and components meet and continue to meet all of their agreed performance targets and service levels. Implements arrangements for disaster recovery and documents recovery procedures. Conducts testing of recovery procedures. (AVMT)
3. Reviews capacity, performance, availability and other operational metrics and takes appropriate action to ensure corrective and proactive maintenance of storage and backup systems to support the requirement to protect and secure business information. Creates reports and proposals for improvement and contributes to the planning and implementation of new installations and scheduled maintenance and changes within the system. Prepares and maintains operational procedures and provides technical expertise and appropriate information to senior management. (STMG)

4. Monitors service component capacity and initiates actions to resolve any shortfalls according to agreed procedures. Applies techniques to control the demand upon a particular resource or service. (CPMG)
5. Maintains current knowledge of malware attacks, and other cyber security threats. Creates test cases using in-depth technical analysis of risks and typical vulnerabilities. Produces test scripts, materials and test packs to test new and existing software or services. Specifies requirements for environment, data, resources and tools. Interprets, executes and documents complex test scripts using agreed methods and standards. Records and analyses actions and results. Reviews test results and modifies tests if necessary. Provides reports on progress, anomalies, risks and issues associated with the overall project. Reports on system quality and collects metrics on test cases. Provides specialist advice to support others. (PENT)
6. Prioritises and diagnoses incidents according to agreed procedures. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents. Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents according to agreed procedures. (USUP)
7. Maintains the network support process and checks that all requests for support are dealt with according to agreed procedures. Uses network management software and tools to investigate and diagnose network problems, collect performance statistics and create reports, working with users, other staff and suppliers as appropriate. (NTAS)
8. Maintains application support processes and checks that all requests for support are dealt with according to agreed procedures. Uses application management software and tools to investigate issues, collect performance statistics and create reports. (ASUP)
9. Initiates and monitors actions to investigate and resolve problems in systems, processes and services. Determines problem fixes/remedies. Assists with the implementation of agreed remedies and preventative measures. (PBMG)
10. Uses data centre management tools to produce management information on power, cooling and space and investigate issues where necessary. Carries out routine audit and checks to ensure adherence to policies and procedures. Facilitates the implementation of mandatory electrical safety testing. (DCMA)
11. Reviews system software updates and identifies those that merit action. Tailors system software to maximise hardware functionality. Installs and tests new versions of system software. Investigates and coordinates the resolution of potential and actual service problems. Prepares and maintains operational documentation for system software. Advises on the correct and effective use of system software. (SYSP)
12. Engages with project management to confirm that products developed meet the service acceptance criteria and are to the required standard. Feeds into change management processes. (SEAC)
13. Assesses, analyses, develops, documents and implements changes based on requests for change. (CHMG)

14. Assesses and analyses release components. Provides input to scheduling. Carries out the builds and tests in coordination with testers and component specialists maintaining and administering the tools and methods – manual or automatic - and ensuring, where possible, information exchange with configuration management. Ensures release processes and procedures are maintained. (RELM)
15. Maintains security administration processes and checks that all requests for support are dealt with according to agreed procedures. Provides guidance in defining access rights and privileges. Investigates security breaches in accordance with established procedures and recommends required actions and supports / follows up to ensure these are implemented. (SCAD)
16. Maintains secure configuration, applying and maintaining tools, techniques and processes to identify, track, log and maintain accurate, complete and current information. (CFMG)
17. Controls IT assets in one or more significant areas, ensuring that administration of the acquisition, storage, distribution, movement and disposal of assets is carried out. Produces and analyses registers and histories of authorised assets (including secure master copies of software, documentation, data, licenses and agreements for supply, warranty and maintenance), and verifies that all these assets are in a known state and location. Acts to highlight and resolve potential instances of unauthorised assets such as unlicensed copies of software. (ASMG)

Dimensions

Financial

Dimension	Assessment
Budget holder	No
Assets	Small items of equipment
Value	Personal issue items only for work and testing.

Non-Financial

Dimension	Assessment
Accountability for Employees	None
Area of work	Employees undertake tasks in the same general area of work or undertake work of a project nature
Creativity and Innovation	Regular, on-going requirement for creative/innovatory thinking in the resolution of problems/handling of issues.
Range of Areas	Resolving of difficult situations / complex problems
Controls / Limits	General framework of recognised procedures – some limited interpretation allowed on how they are applied
Contacts and Relationships	Routine exchange of information Providing routine explanations/advice Providing detailed explanations/advice on specialised matters Influencing / Persuading Tact and Diplomacy Coaching / Mentoring / Motivating Handling Customer/Contractor Relationships
Complexity / Contentiousness	Situations are likely to relate to disputed or complex matters
Implications of Contact	Material effect on the person, service or organisation contacted
Freedom to Act	Limited freedom to make decisions from an established range of alternatives within clearly defined rules / procedures
Areas of Discretion	Amending important existing practices and procedures
Consequences of Decisions	Decisions have a MATERIAL EFFECT on the internal operations of the post's own or other Service Unit, on the individual, or on the provision of service to the public.
Conflicting Priorities / Resource Needs	Post holder needs to RESOLVE PROBLEMS of this nature on at least a COUPLE OF TIMES A MONTH basis.
Type of Work Undertaken	Variety of advanced tasks relating to one function or area of activity
Depth of knowledge required	Detailed knowledge and skills in a specialist discipline

Person Specification

Senior Tech Ops Engineer

Attributes	On Appointment	Criteria - Essential/ desirable
Qualifications:	Degree in Computing, ICT, Technology or similar BSc / MSc or demonstrable equivalent experience which would allow them to support and deliver the requirements of the role.	E
	Current relevant professional qualification (Microsoft certification preferred but other recognised qualifications will be considered)	E
	Current specialist ICT qualification (ITIL preferred)	D
	Membership of professional body such as BCS	D
	Hold a full UK Driving Licence	E
Experience:	Evidence of experience in ICT infrastructure service delivery in a Tech/Ops role within a matrix managed environment	E
	Experience or understanding of blue light and or public services	D
Skills:	Strong customer service and inter-personal skills	E
	Able to work effectively in a team and work across functions at all levels to achieve desired outcomes	E
	Ability to analyse technical problems and articulate potential solutions in a structured, logical and non-technical manner	E
	Good written and oral skills	D
	Ability to develop and adapt to changing working practices in order to meet the demands of Wiltshire Police, new legislation or new policies introduced within the Force	E
	Ability to represent the department in a professional manner to internal and external stakeholders.	E
	Computer literate with good keyboard skills	E
	Competent in the use of Microsoft Word, Outlook and Excel	E
Knowledge:	General awareness of equality and diversity issues in the working environment	E
	Understanding of confidentiality and Data Protection/Freedom of Information issues	E
	Awareness of workplace health & safety issues	D

**Senior Tech Ops Engineer
Person Specification**

Attributes	After Training
Qualifications:	Current relevant professional qualification (Microsoft certification preferred but other recognised qualifications will be considered)
	Current specialist ICT qualification (ITIL preferred)
	Membership of professional body such as BCS
	Experience of representing the department in a professional manner to internal and external stakeholders and influencing change.
Experience:	An understanding of the organisation's structure, policies and procedures as well as of the local, regional and national context in which policing operates.
Skills:	Demonstrate Strong customer service and inter-personal skills
	Demonstrate the ability to develop and adapt to changing working practices in order to meet the demands of Wiltshire Police, new legislation or new policies introduced within the Force
Knowledge:	Greater understanding of workplace health & safety issues
	Greater Understanding of your responsibility under Diversity, Human Rights Act and Equal Opportunities legislation and the way in which your role and the organisation may impact on minority and more vulnerable communities within Wiltshire
	An understanding of the organisation's structure, policies and procedures as well as of the local, regional and national context in which policing operates.

Other Information

Senior Tech Ops Engineer

Wiltshire Police provides a 24-hour 7 day a week service therefore applicants should be prepared to be flexible in their approach to working hours.

The post holder should have access to a vehicle or be able to make alternative arrangements to meet the requirements of the post.

Where applicable the post holder will be expected to wear a uniform at all times when on duty.

You will be required to attend all necessary and relevant training courses in respect of your employment to ensure compliance with the policies of the Force.

Wiltshire Police is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

There is a likelihood that this post will involve manual handling or lifting of heavy objects.

MoPI (Management of Police Information);

Share information where appropriate with community partners and other agencies, paying regard to force procedures for recording such sharing. Ensure information recorded is relevant, accurate and adequate, meets legal requirements and data quality standards.

This role will participate in a contractual on-call rota.