



ROLE PROFILE

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| Post Title: | Systems Engineer - Networks | |
| Grade: | LC 7- 9 (Progression arrangements apply) | JE:1523 |
| Location: | Lancashire Constabulary Headquarters – ICT | |
| Responsible to: | Senior Network Engineer | |

Job Purpose:

To deliver high quality provision of ICT customer support and service through Installation, commissioning, repair, and maintenance of ICT equipment, ensuring service delivery is aligned to operational and customer needs.

Key Responsibilities:

This is not a comprehensive list of all the tasks which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

- To be responsible for the installation, maintenance, fault diagnosis and resolution, in relation to ICT equipment and services across the Constabulary.
- To provide technical advice and support to customers, stakeholders and ICT staff in order to maximise system performance and to facilitate the implementation of changes and new products/applications.
- To contribute to the design, installation and support of Network systems, including the specification of equipment requirements.
- To adhere to systems of internal control operating within Networks, ensuring compliance with Constabulary policies and ICT National Standards.
- To ensure that systems, installations and projects are recorded and mapped appropriately.
- To ensure the security of data and services against loss and inappropriate access, in consultation with the Technical Architect.

- To liaise and consult with other areas/teams across ICT when investigating problems and developing solutions, in order to minimise disruption to users and the force.
- To participate in the ICT On Call Rota.
- To deliver high quality provision of support services to internal and external service users
- To undertake other duties and additional responsibilities as determined by the Senior Network Engineer, consistent with the grading of the post.

Behaviours :

The Competency and Values Framework (CVF) has six competencies that are clustered into three groups. These competencies will be incorporated into the interview stage of the selection process.

For more details on these competencies please follow the link provided.

<https://profdev.college.police.uk/competency-values/>

This role is required to operate at or be working towards the levels indicated below:

Resolute, compassionate and committed

| Behaviour | Level | To be Identified by |
|--------------------------|-------|---------------------|
| We are emotionally aware | 2 | Interview |
| We take ownership | 2 | Interview |

Inclusive, enabling and visionary leadership

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| We are collaborative | 2 | Interview |
| We deliver, support and inspire | 2 | Interview |

Intelligent, creative and informed policing

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| We analyse critically | 2 | Interview |
| We are innovative and open minded | 2 | Interview |

Please note the link will provide information about all competency levels however you should refer to the level indicated above.

The levels are progressive so for example if level 2 is applicable all the areas in Level 1 & 2 in that competency area would apply to the role.

Values :

All roles are expected to know understand and act within the ethics and values of the Police Service. These will be assessed within the application/assessment or interview stage of the recruitment/selection process.

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| Integrity | Impartiality |
| Public Service | Transparency |

| Qualification | | |
|---|------------------|-----------------------------|
| Essential | Desirable | To be identified by |
| HNC Electronics/ Computing/ Network Engineering/ or equivalent qualification such as CCNA or CCNP certified or willing to work towards and complete one of the above within 30 months of starting in the role | | Application Form |
| ITIL Foundation Certificate or willingness to work towards and complete within 18 months of taking up post | | Application Form |
| Project Management qualification or willingness to work towards in house CPD | | |
| Knowledge / Experience | | |
| Knowledge of Networks discipline | | Interview |
| Knowledge and Experience of: <ul style="list-style-type: none"> • Access Control • Security • LAN • WAN • Firewalls • Wi-Fi • CCTV | | Application Form/ Interview |
| Experience and knowledge of current IT infrastructure, applications and systems | | Application Form/ Interview |
| Experience of and the ability to engage with a wide range of stakeholders, internally and externally | | Application Form/ Interview |
| Experience of planning, organising and prioritising workloads | | Application Form/ Interview |
| Experience of communicating effectively across a wide spectrum of people, both individually and in groups | | Application Form/ Interview |
| Experience of producing and implementing technical | | Application Form/ Interview |

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| procedures and associated supporting documentation | | |
| Knowledge and experience of the diagnosis and repair of faults across a range of ICT equipment and systems | | Application Form/ Interview |
| Experience of planning and implementing ICT projects | | Application Form/ Interview |
| Experience of working on own initiative, investigating problems, developing solutions and taking appropriate timely action to resolve them | | Application Form/ Interview |
| Experience of working effectively as part of a team | | Application Form/ Interview |
| Demonstrates self-motivation and willingness to develop self within the role | | Interview |
| Other | | |
| An acceptable level of sickness absence in accordance with the Constabulary's Attendance Policy. | | Attendance to be checked post interview by Recruitment for internal staff, via references for external applicants |
| Required to pass relevant vetting level | | Application Form/ Vetting process |
| Demonstrates a flexible approach to working practices and hours | | Interview |

Please note that the use of the terms "Assessment & Interview" is based upon candidates being successfully short-listed. In addition, the Division reserves the right to select the most suitable candidate based upon any combination of assessments that is deemed appropriate.

Date last updated: 3 February 2021

Progression Arrangements

Network Systems Engineer

LC7 – LC9

The following arrangements are subject to the needs of the post and not the post holder.

These arrangements do not prevent management seeking authority to appoint at any spinal column point in the grade range, subject to the individual satisfying the progression arrangements upon appointment.

It is the post-holder's responsibility to apply for progression arrangements. A post holder must complete the Application for Progression Form and provide evidence that they have achieved the necessary competence under each of the criteria outlined in the progression arrangements below.

Performance will be assessed by First Line Managers and evidenced through the PDR process. Sign off for progression will be by the Head of Department

LC7- On initial appointment

LC8 - To request progression to LC8 the post holder must provide evidence that they meet the following criteria on an ongoing basis:

- Provide Technical Consultancy to both Customers and ICT Colleagues
- Provide on the job training to staff on technical systems and mentoring of less experienced staff, (in particular Client Support Officers), as required
- Have a comprehensive technical understanding and knowledge of a major ICT product, technical system or network.
- Have a comprehensive level of competence working with two or more technical products and systems.
- Produce precise and articulate documentation.
- Work independently, with minimal supervision, to carry out responsibilities related to project delivery and demonstrate a commitment to work as part of a team.
- Passed ITIL foundation and Project management qualifications
- Cisco CCNA certified or Evidence working at this level via PDR process

LC9

To request progression to LC9 the post holder must provide evidence that they meet the following criteria on an ongoing basis:

- Configure and program communication equipment without assistance or supervision
- Configure and is the system expert for several complex Networks systems
- Have an advanced technical understanding and knowledge with regards to a major ICT product, technical system or network
- Are the recognised expert working with two or more technical products and systems
- Cisco CCNP Certified or Evidence working at this level via the PDR process

Last Updated: 28th January 2021