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| **Police Staff** **Network Engineer** **Information & Communication Technologies Department** **Role Definition:** **YI206 / 20240** |

**ROLE DEFINITION**

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| Dept / Area Command: | Information & Communication Technologies Department | http://domcms/icons/ecblank.gif | Section: | Infrastructure Services |
| Post Title: | Network Engineer | http://domcms/icons/ecblank.gif | Post Reference: |  |
| Post Grade: | Grade I | http://domcms/icons/ecblank.gif | Location: | As required within the Force area including home working |
| Car User Status: | Casual | http://domcms/icons/ecblank.gif | Telephone Allowance: | Mobile Phone provided |
| Shift Allowance: | n/a | http://domcms/icons/ecblank.gif | Standby Allowance: | Yes |
| Weekend Enhancement: | n/a | http://domcms/icons/ecblank.gif | Contractual Overtime: | n/a |
| Line Manager: | Senior Network Engineer | | | |
| Staff Responsibilities: | Infrastructure Engineers and allocated staff and trainees | | | |
| Purpose: | To ensure the delivery of a performant, cost effective and appropriately resilient network environment that meets the agreed service levels for critical business functions and contracted WAN service provider.  The network consisting of WAN, LAN, WiFi, remote access and security products and services. | | | |
| Vetting | MV – Network and security solutions support for force network including SB and DFU IL4, stand-alone network environments. National encryption management requirements mandate SC vetting. | | | |

Key Responsibilities:-

* Participate in ensuring an effective delivery of Network services consisting of WAN, LAN, WiFi, Active Directory, AzureAD and security products and services, in support of the operational and administrative systems required by the force to function effectively and efficiently.
* Liaise with third party suppliers to ensure effective services are delivered at the agreed service level and that new or renewal contracts are in place at the appropriate time.
* Provide technical expertise in support of the development and delivery of network services including the specification, procurement, and implementation of Network infrastructure and related products, systems and services.
* Ensure the provision and maintenance of the force’s on-premises Active Directory and Azure AD cloud services.
* Develop and ensure the use of operational standards and procedures in relation to Network Infrastructure ensuring compliance with Service Management guidelines and that the performance of the systems and support services meet Service Level Agreements.
* Implement the appropriate hardware and software patching schedule of all network and security devices is maintained in line with the ICT patching policy.
* Liaise with internal and external user groups, manufacturers and suppliers as required in order to maintain force network services and to provide technical input to influence strategic direction.
* Maintain regular contact with suppliers to ensure that they are meeting their contractual commitments and supporting the needs of the business.
* Work closely with key stakeholders within the ICT Department to ensure the provision of a fully integrated efficient, effective, and customer focused, Network Service, identifying opportunities to enable collaborative working with other forces/ organisations.
* Ensure compliance with Information Security requirements and prepare and maintain the appropriate documentation to support the services through their full life cycle.
* Communicate with customers and stakeholders regarding change management, system performance, and business needs in order to maintain effective business relationships and provide an efficient Network service.
* Ensure the delivery of routine Network support and maintenance activities, and proactively manage performance in order to prevent business affecting problems arising.
* Supervise, train and allocate work to subordinate staff, providing advice and guidance to colleagues when required in order to enhance the services provided in support of the Network infrastructure.
* Take part in the call-out/stand-by rota, in order to satisfy the needs of the system users.

**The post-holder may be required to undertake such other responsibilities as are reasonably commensurate with the grade of the post.**

Essential Skills, Experience and Qualifications

* Educated to degree level (or equivalent relevant experience)
* CCNA qualified or equivalent relevant experience
* Experience of providing 2nd or 3rd line network (WAN, LAN, WiFi) support and configuration services
* Supplier management experience
* Experience in administration of Active Directory ADFS, Group Policy, DNS, DHCP, AzureAD
* Excellent knowledge of security products including firewalls (Cisco, F5 , Checkpoint), vulnerability testing (Nessus) and SIEM
* Excellent knowledge of switch and routing technologies (preferably Cisco)
* Experience of wireless technology (ideally Meraki)
* Experience of VPN technology
* Experience of network management and monitoring tools such as (SolarWinds, Cisco Prime,)
* Experience of producing and maintaining accurate documentation including network diagrams
* Customer Service experience
* Experience of using an ITSM tool
* Ability to analyse data Logs in aid of root cause analysis
* Strong presentation, writing, consulting and client facing skills
* Ability to bridge the gap between technical and business language to create pragmatic, appropriate solutions.

Desirable:

* Experience in configuration and admin of Load balancing technology
* Experience in AAA services such as Tacacs+ and Radius
* Experience in administration of PKI Certificate authorities
* Experience in administration of FTP/SFTP/FTPS services
* Experience in administration of IPAM products
* Experience in administration of enterprise level Anti-Virus solutions
* Experience in scripting (Powershell, VB)
* Experience in Web-Proxy Management ideally Forcepoint
* Experience in disaster recovery and Business continuity planning
* Knowledge of ITIL framework and methodology
* Experience of working in a public sector or police force environment
* Experience of taking part in a call out rota