|  |
| --- |
| **Police Staff** **Storage & Virtualisation Engineer** **Role Definition: YI206 / 20800** |

**ROLE DEFINITION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Dept / Area Command: | Information & Communication Technologies Department | http://domcms/icons/ecblank.gif | Section: | Infrastructure Services |
| Post Title: | Storage & Virtualisation Engineer | http://domcms/icons/ecblank.gif | Post Reference: |  |
| Post Grade: | Grade F/G | 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 Provided |
| Shift Allowance: | n/a | http://domcms/icons/ecblank.gif | Standby Allowance: | n/a |
| Weekend Enhancement: | n/a | http://domcms/icons/ecblank.gif | Contractual Overtime: | n/a |
| Line Manager: | Senior Storage & Virtualisation Engineer | | | |
| Staff Responsibilities: | Allocated Trainees | | | |
| Purpose: | To implement and support appropriately secure and resilient Virtual/Physical and storage systems to meet the requirements of system owners and project managers, in support of the strategic objectives of the force. | | | |
| Vetting | RV – access to official sensitive and occasional secret information | | | |

**Key Responsibilities:-**

* Participate in the effective delivery and subsequent 2nd line support of the force’s Storage and Virtual infrastructure.
* Participate in the design, implementation, migration and recovery of Storage and Virtual infrastructure related products, systems and services.
* Participate in the full lifecycle management of storage and virtual server environments, including software reviews, server/storage security patches and upgrades, replacement / decommissions.
* Participate in evaluating opportunities for greater efficiency and optimisation within the storage and virtual estate, to deliver more efficient and effective ICT services.
* Take an active role in the effective resolution of allocated incidents and problem solving.
* Undertake installation and configuration activities as agreed by line management and project leads.
* Follow operational standards and procedures in relation to Storage and virtual infrastructure ensuring compliance with architectural and Service Management standards.
* Liaise with system owners to ensure the functionality of Storage and Virtual infrastructure meets agreed service requirements.
* Participate in compliance with Information Security requirements.
* Liaise with vendors and suppliers to ensure systems are regularly updated and relevant security patches are applied to all virtual and storage systems within agreed timescales.
* Liaise with internal and external user groups to maintain an excellent working knowledge of force infrastructure service requirements.
* Undertake environmental scanning to support the identification of effective and innovative infrastructure products and services that may better support the needs of the organisation.
* Work outside standard office hours when required, and take part in the call-out/stand-by rota, in order to effectively maintain live services with least operational impact to 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)
* Experience of providing 2nd  and 3rd (preferred) line support in an operational environment
* Supplier management experience
* Customer Service experience
* Experience of using an ITSM tool
* SAN /Scale out storage and VMware experience or equivalent technology
* Basic operating systems experience, specifically Microsoft Server and Win 10, however knowledge of other systems such as Linux would be beneficial
* Strong client facing skills

Desirable:

* Ability to bridge the gap between technical and business language to create pragmatic, appropriate solutions
* Experience of Nimble, Cohesity storage solutions and HP Server technology
* Purchase order experience
* Experience of working in a public sector or police force environment
* Experience of taking part in a call out rota