Role Profile and Person Specification

ROLE PROFILE

Role Title:	Server and Storage Engineer	**Leadership stage:**	1
JRN:	30599	**Job family:**	
Band:	Band 7,8,9	**Location:**	Agile
Allowances:	As per contract	**Politically restricted:**	No
Department:	Digital Policing	**Vetting level**	MV + SC
Reporting to:	Server and Storage Manager	**Date Published:**	November 2023
Posts responsible for:	Allocated Staff		

Part A – Job Description

Overall purpose of the role:

To take an active role in the delivery of a performant, cost effective and appropriately secure and resilient Server, Storage, Backup and Virtualisation environment that meets the agreed service level for critical business functions.

Key responsibilities of the role:

1	Take an active role in the effective delivery and subsequent 2nd and 3rd line support of the Force's Server, Storage, Backup and Virtualisation Infrastructure services.
2	Take an active role in the full lifecycle management of Server, Storage, Backup and Virtualisation environments, including software reviews, security patches and upgrades, replacement / decommissioning activities
3	Take an active role in the procurement, implementation and recovery of appropriately secure and resilient Server, Storage, Backup and Virtualisation infrastructure related products, systems and services.
4	Participate in the effective delivery of an Incident and Problem Management service identifying potential problems and trends within Server and Storage environments, assessing whether the performance of the systems is aligned to agreed Service Level Agreements.
5	Participate in evaluating opportunities for greater efficiency and optimisation within the Server and Storage estate, to deliver more efficient and effective Digital Policing services.
6	Follow operational standards and procedures in relation to Server and Storage infrastructure ensuring compliance with Architectural, Information Security and Service Management standards.
7	Communicate with customers and stakeholders regarding change management, system performance, and business needs to maintain effective business relationships and provide an efficient Server, Storage, Backup and Virtualisation service.
8	Liaise with internal and external user groups, manufacturers and suppliers in order to maintain force capabilities and to provide technical input to project delivery teams, as well as maintaining regular contact to ensure they are meeting their contractual commitments and supporting the needs of the business.

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9	Liaise with key Digital Policing stakeholders to ensure the provision of a fully integrated efficient, effective, and customer focused, Server, Storage, Backup and Virtualisation service.	
10	Take an active role in the team's participation in Project and Change Management initiatives to support the delivery of national, corporate and local Digital Policing change projects.	
11	Participate in the call-out/stand-by rota, in support of the delivery of an effective Server and Storage support service on a 24 hour, 365 day a year basis.	
12	Supervise, train, develop and allocate work to junior members of staff in the team, providing advice and guidance when required to ensure that staff development is fully supported.	

Part B – Scope of contacts

Internal / External relationships:

Internal: System Owners and DP service users, DP Team Leaders, Technical "Gatekeepers" across the force including within DFU/TSU/NERSOU, Programme/Project Managers

External: Suppliers, colleagues from other forces, local authorities

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Part C – Competencies and Values

Northumbria competencies and values framework (NCVF)

Part D – Continuous Professional Development (CPD) role 6 months

First 6 months

1	
2	
3	
4	

12 months and beyond

5	
6	

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7	
8	

Part E - PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	Educated to degree level (or equivalent relevant experience). Experience in administrating Virtual (VMWare) and Corporate Storage, environments. Experience of using an ITSM tool. Operating systems experience, specifically Microsoft Server and or Linux, however knowledge of other systems would be beneficial. Backup and recovery platforms (ideally Netbackup) Ability to analyse data Logs in aid of root cause analysis (Splunk) Microsoft Configuration Manager (Servers) Microsoft Operations Manager (Servers) HPE Oneview Storage and Virtual environment design experience to meet the various requirements of the organisation	Linux experience would be beneficial Extensive SAN /Scale out storage and VMware experience Experience of providing 3rd line support in an operational environment Experience of installation and support of Nimble, Cohesity storage solutions and HP Server technology	Application/interview/ CPD

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Planning and organising	Experience in the management of suppliers to achieve the contracted service levels. Being goal oriented, able to prioritise based upon business need. Good planning, administrative and organisational skills. Planning and organising virtual & storage system rollouts, updates, outages to minimise service impact to the business. Planning and organising software rollouts, updates, outages to minimise service impact to the business. Planning processes for the upgrade of complex systems and roll back plans. Well organised with capability to manage multiple activities together.	Experience of delivering, allocated milestone activity from a plan. Excellent attention to detail. Suggesting improvements to systems actively monitoring systems. Identify, investigate and implement new processes.	Application/interview/ CPD
Problem solving and initiative	Ability to bridge the gap between technical and business language to create pragmatic, appropriate solutions. Good problem-solving and analytical skills. Experience of providing 2nd and 3rd line support in an operational environment. Ability to analyse data Logs in aid of root cause analysis. Logical approach to troubleshooting.	Demonstrable knowledge and experience of identifying solutions to fix difficult or complex issues Experience of assessing and initiating plans independently ahead of instruction. Ability to think creatively. Able to use appropriate methods to tackle unexpected challenges	Application/interview/ CPD

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	Monitor emerging vulnerabilities with software or services.		
Management and teamwork	Good interpersonal and team working skills. A demonstrable focus and passion for quality and embedding processes to protect the availability of services, due to configuration changes or new releases. Colleague mentoring and development. Positive thinking with an attitude to achieve results	Ability to take ownership/share tasks between colleagues to achieve required results.	Application/interview/ CPD
Communicating and influencing	Effectively communicate with officers and staff across the organisation. An ability to proactively build, develop and maintain relationships with internal and external stakeholders, using your excellent communication skills. Demonstrable experience and track record in a service support environment engaging with teams and stakeholders. Excellent communication skills being able to discuss and document technical and service issues with both technical and non-technical stakeholders. Demonstrable knowledge and experience of 3rd party suppliers/partners in the	Expressing and presenting ideas clearly and concisely to technical and non-technical employees. Demonstrable experience and track record in a service support environment engaging with teams, stakeholders and suppliers. Aware of verbal and non-verbal skills	Application/interview/ CPD

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	delivery of technical services.		
Other skills and behaviours	Customer Service experience in a similar client facing role. Focusing on and adapting to the customer's needs to deliver satisfaction to the wider business. Experience of taking part in a call out rota	Experience of working in a public sector or police force environment	Application/interview/ CPD