**ICT Communications Technician (Ref YI232 / 15870)**

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| **Police Staff****ICT Communications Technician****Digital Policing Department****Role Definition:YI232 / 15870** |

 **ROLE DEFINITION**

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| Dept / Area Command: | Digital Policing Department  |  | Section: | ICT Communications  |
| Post Title: | ICT Communications Technician  |  | Post Reference: | YI232 / 15870  |
| Post Grade: | Grade D   |  | Location: | Ponteland  |
| Car User Status: |   |  | Telephone Allowance: |   |
| Shift Allowance: |   |  | Standby Allowance: |   |
| Weekend Enhancement: |   |  | Contractual Overtime: |   |
| Line Manager: | ICT Communications Technician Supervisor |
| Staff Responsibilities: | Not Applicable |
| Purpose: |  To deliver an outstanding service to officers and staff throughout the force in line with the forces key values. To build, maintain and repair Airwave, mobile and ANPR equipment, providing advice and guidance on the use of mobile equipment ensuring that the services provided meet the requirements of the force. |

**Key Responsibilities:-**

 **1. Issue, repair and audit Airwave terminals in line with Home Office and force guidance in order to ensure that terminals can be tracked and accounted for at all times.
2. Build, repair and issue mobile device equipment and record as necessary on the mobile device management system to ensure that records are accurate and up to date.
3. Demonstrate the use of airwave, ANPR and mobile phone equipment to ensure that users have an understanding of the basic operating functions.
4. Monitor Airwave and mobile device stock levels to ensure that spares are maintained in order to provide a service to the force at all times.
5. Investigate Airwave and mobile device issues, liaising with the appropriate ICT teams and external suppliers to provide the best service to officers and staff throughout the force.
6. Support the production of procedures where appropriate for the build and repair of all mobile devices.
7. Organise daily tasks to prioritise incidents and repairs in order to ensure maximum availability of devices.
8. Update the ICT Service Management tool and associated knowledge base on repair of incidents or progress on service requests.
9. Configure and undertake repairs to mobile ANPR units, attempting to resolve the issue at initial contact in order to keep vehicles on the road.
10. Drive appropriate vehicles, transport equipment and materials to any Force location, in order to support section activities.
11. Liaise with 3rd party suppliers to ensure that kit is repaired within Service Level Agreement timescales and under agreed maintenance contracts in order to reduce downtime for users.**

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