**ROLE PROFILE**

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| **Role Title:** | | IT Technician | **Leadership level:** | *To be determined at later phase* |
| **Post reference:** | |  | **Job family:** | *To be determined at later phase* |
| **Grade:** | | D | **Location:** | Ponteland/ Bedlington/Etal Lane/Washington/ Middle Engine Lane  (NWOW – field worker) |
| **Allowances:** | | Call out rota | **Politically restricted post:** | Yes / No |
| **Area command / Department:** | | Digital Policing Department,  End User Services | **Vetting level:** | RV – access to official sensitive and occasional secret information |
| **Reporting to:** | | Data Device Analyst and/or Resource Planner | **Date accepted as a role profile:** |  |
| **Posts responsible for:** | | Trainees | | |
| **Part A – Job Description** | | | | |
| **Overall purpose of the role:** | | | | |
| Participate in the delivery of a performant, cost effective and appropriately resilient data device support service, that meets the agreed service level for critical business functions.   * build, maintain and repair end user data device equipment and accessories, * install software solutions when remote installation is not practical and * provide advice and guidance on the use of equipment. | | | | |
| **Key responsibilities of the role:** | | | | |
| **1** | Provide 2nd and 3rd IT maintenance service; configure, install, relocate, upgrade and repair computer hardware, and peripherals to provide a complete IT technician service to the end user. | | | |
| **2** | Issue, proactively maintain, repair, upgrade and dispose of computer equipment in line with force procedures. | | | |
| **3** | Manually and through deployment tools install, configure, modify, and maintain standard and non-standard software and operating systems. | | | |
| **4** | Assist DP colleagues to investigate hardware, environmental, network and software problems adhering to all local health and safety regulations. | | | |
| **5** | Assess the implications of fulfilling business needs to determine how best to achieve the demands of the customer and those of the force, providing a liaison link between end users and management to offer solutions which are in the best interests of both parties. | | | |
| **6** | Transport equipment and materials to any Force requested location (internal / external) to support section activities and any force affiliates requiring our IT services. | | | |
| **7** | Review and recommend updates to procedures where appropriate to support users in operating IT equipment and software. | | | |
| **8** | Demonstrate equipment or software solutions to users to support the successful allocation of equipment/applications. | | | |
| **9** | Create and maintain clear documentation, including asset tracking of the status of all equipment throughout the force and the recording and documenting of new equipment in order to enable effective asset tracking and auditing. | | | |
| **10** | Update the ICT Service Management tool and associated knowledge base on repair of incidents, resolution of problems or progress of service requests. | | | |
| **11** | Organise daily tasks to prioritise incidents and repairs in order to ensure minimum user disruption on devices and software, taking into account the relative priority of the issues allocated to the technician/team. | | | |
| **12** | Undertake routine maintenance of equipment, liaising with external suppliers and contractors where necessary, to provide the maximum availability of equipment. | | | |
| **13** | Communicate in a clear, concise, supporting and empathetic way with users to provide effective support to operational and back office staff to resolve issues with their computer equipment | | | |
| **14** | Provide a translation/communication service linking suppliers and technical colleagues with users, talking in technical terms to suppliers and technical colleagues and in business terminology with users. | | | |
| **15** | **Physical ability** – lifting, loading, and unloading on occasions heavy equipment safely in and around various office locations and at times off site locations specific to IT requirements | | | |
| **Part B – Scope of contacts** | | | | |
| **Internal / External relationships:** | | | | |
| **Internal: System Owners and DP service users, DP technical staff, Technical “Gatekeepers” across the force**  **External: Third Party Suppliers & Third Party Users i.e PCC , Coroners , Air support ,Crown Court , REACH centres, NERSOU.** | | | | |

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| **Part C – Competencies and Values (PLEASE Leave for Now)** |
| **Northumbria competencies and values framework (NCVF)** |
| *Level – tbc* |

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| **Part D – Continuous Professional Development (CPD) role 6 months** *To be determined* **(PLEASE Leave for Now)** | |
| **First 6 months** | |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |
| **12 months and beyond** | |
| 5 |  |
| 6 |  |
| 7 |  |
| 8 |  |

**Part E - PERSON SPECIFICATION**

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| **Criteria** | **Essential** | **Desirable** | **How to be assessed** |
| Qualifications, knowledge and experience | Experience of IT asset reconciliation processes  Experience of installing and supporting IT hardware, software and systems.  Operating Systems experience, specifically Microsoft Server and Win 10, however knowledge of other systems would be beneficial | 2nd line support experience  Demonstrable knowledge of service desk solution in terms of incident support adhering to policies and procedures | Application/interview/  CPD |
| Planning and organising | Demonstrable planning and organising capability  Excellent time management able to meet deadlines  Sound decision making  Able to manage multiple concurrent activities |  | Application/interview/  CPD |
| Problem solving and initiative | Demonstrable analytical thinking  Demonstrable initiative and creativity skill  Adaptability and flexibility | Experience of assessing and initiating plans independently ahead of instruction. | Application/interview/  CPD |
| Management and teamwork | Quickly builds rapport with internal/external stakeholders  Knowledge and experience working with technical IT teams | Ability to take ownership/share tasks between colleagues to achieve required results | Application/interview/  CPD |
| Communicating and influencing | Demonstrable all-round communication skills  Experience in influencing and negotiating in as team setting  Ability to bridge the gap between technical and business language to create pragmatic, appropriate solutions | Expressing and presenting ideas clearly and concisely to technical and non-technical employees. | Application/interview/  CPD |
| Other skills and behaviours | Full UK drivers Licence | Experience of working in a public sector or police force environment | Application/interview/  CPD |