**ROLE PROFILE**

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| **Role Title:** | | ICT Communications Technician | **Leadership level:** | *To be determined at later phase* |
| **Post reference:** | | 15870 | **Job family:** | *To be determined at later phase* |
| **Grade:** | | D | **Location:** | Ponteland – (NWOW Flexible Worker) |
| **Allowances:** | | Casual Car Allowance | **Politically restricted post:** | No |
| **Area command / Department:** | | Digital Policing Department,  End User Services | **Vetting level:** | RV – access to official sensitive and occasional secret information |
| **Reporting to:** | | ICT Communications Technician Supervisor | **Date accepted as a role profile:** |  |
| **Posts responsible for:** | | NA | | |
| **Part A – Job Description** | | | | |
| **Overall purpose of the role:** | | | | |
| Participate in the delivery of a performant, cost effective and appropriately resilient communications device support service, that meets the agreed service level for critical business functions.   * build, maintain and repair end user communications device equipment and accessories, * install software solutions when remote installation is not practical * asset manage the equipment and * provide advice and guidance on the use of equipment. | | | | |
| **Key responsibilities of the role:** | | | | |
| **1** | Provide 2nd and 3rd communications technology maintenance service; configure, install, relocate, upgrade and repair comms equipment including police radios and smartphones, and peripherals to provide a complete communications technician service to the end user. | | | |
| **2** | Configure, issue, repair and asset manage 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. | | | |
| **3** | Configure, issue, repair and asset manage smartphone equipment and record as necessary on the mobile device management system to ensure that records are accurate and up to date. | | | |
| **4** | Demonstrate the use of airwave, ANPR and smartphone equipment to ensure that users have an understanding of the basic operating functions. | | | |
| **5** | Maintain agreed levels of stock for each device type to provide an effective service to the force at all times. | | | |
| **6** | Investigate Airwave and smartphone issues, liaising with the appropriate ICT teams and external suppliers to provide the best service to officers and staff throughout the force. | | | |
| **7** | Review and recommend updates to procedures where appropriate to provide as efficient and effective communications equipment support service. | | | |
| **8** | Organise daily tasks around prioritised incidents and repairs in order to ensure maximum availability of devices. | | | |
| **9** | Update the ICT Service Management tool and associated knowledge base on repair of incidents or progress on service requests. Replace with on progress of incidents and service requests | | | |
| **10** | Configure and undertake repairs to mobile ANPR units, attempting to resolve the issue at initial contact in order to keep vehicles on the road. | | | |
| **11** | Drive appropriate vehicles, transport equipment and materials to any Force location, in order to support section activities. | | | |
| **12** | Liaise with 3rd party suppliers to ensure that equipment is repaired within Service Level Agreement timescales and under agreed maintenance contracts in order to reduce downtime for users. | | | |
| **13** | Assist DP colleagues to investigate hardware, environmental, network and software problems adhering to all local health and safety regulations. | | | |
| **14** | 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. | | | |
| **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 Motorola, Sepura, Weston Digital, Capita & Third Party Users i.e PCC , Coroners , Air support ,Crown Court , REACH centres, NERSOU | | | | |

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

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| **Part D – Continuous Professional Development (CPD) role 6 months** *To be determined* | |
| **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 | An ability to configure and diagnose faults on computer and communications equipment,  A good level of computer literacy.  Experience of IT asset reconciliation processes.  Ability to use manual handling tools such as soldering iron, drills etc.. to conduct investigations, upgrades and repairs of force equipment | 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 | An ability to prioritise your personal workload whilst meeting deadlines and maintaining customer satisfaction  Demonstrable planning and organising capability  Excellent time management able to meet deadlines  Sound decision making within role scope  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 |