



NORTHAMPTONSHIRE POLICE

JOB DESCRIPTION

JOB TITLE:	Infrastructure Delivery Engineer
SCALE:	ISD SO1
SUPERVISION AND CONTROL:	Digital Delivery Manager
PLACE OF WORK:	Hybrid - Darby House / home working
HOURS OF WORK:	37

PURPOSE OF THE JOB: To be the technical lead for all infrastructure related projects, supporting the technical teams and ensuring the technical aspects are delivered appropriately, within the agreed timescales and to the agreed design. Work with the Enterprise Architecture and System Architecture teams to ensure that agreed designs are implemented, highlighting any functional or technical issues.

MAIN RESPONSIBILITIES:

1. Act as a Technical Lead to deliver the infrastructure elements of projects.
2. Make key decisions for technical issues. Use sound knowledge of IT infrastructure and architecture to inform decision making.
3. Work with the Digital Delivery manager to agree the technical definition, and write the technical documentation of often complex projects.
4. Work with the Digital Delivery Manager to ensure the planning and implementation of the infrastructure related aspects of projects are defined fully ensuring technical feasibility. Propose opportunities for future development and agree priorities.
5. Review, assess and implement forward thinking technologies to improve business operations
6. Review and improve the processes, tools and approaches used to deliver system developments.
7. Work closely with other key members of staff both in the Delivery Team and wider business to ensure all necessary development roll out actions are considered and actioned.
8. Ensure that work resource plans are updated as agreed, ensuring that they reflect the real view of technical project deliveries.
9. Work with the project manager to ensure that they are up to date at all times. Where relevant provide input into Status reports, Project Plans, RAID logs, Test Plans & Technical documents.
10. Ensure that the infrastructure elements of technical projects are handed over appropriately to the support teams, including completion and handover of relevant documentation.
11. Take part in project review activities to ensure that future projects of a similar nature run smoothly and lessons are learnt
12. To provide support to other Digital and Technology teams, in activities such as system upgrades, driver and software installations and configurations.

- 13.To update asset inventories, Incident and Problem Management tools and all other relevant Service Desk systems, ensuring amendments are accurate and in accordance with the current standards.
- 14.To invoke third-party support, in accordance with established processes, and to assist and support third-party contractors in their work for Fire and Police.
- 15.To promote and encourage the smooth transition of knowledge to and from the User Support Teams, by working in partnership with development and project teams.
- 16.To create technical support documentation of corporate systems and procedures, for use by users and Digital and Technology colleagues.
- 17.To be part of the IT on-call service for Police and Fire.
- 18.To identify opportunities, and to create appropriate tools for the automation of onerous and repetitive tasks, to improve efficiency within the department.

NOTE:

The job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which the post holder will be required to work. In the interests of effective working any major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and other consequential changes will be carried out in consultation with the post holder. The post holder will be also required to carry out such other duties as may be determined from time to time to be within the general scope of the post.

CONDITIONS OF SERVICE:

The appointment will be full time and subject to the conditions of service of the Police Staff Council.

The annual leave entitlement is 24 days with a further 5 days after 5 years continuous service.

PERSON SPECIFICATION INFRASTRUCTURE ENGINEER

ESSENTIAL CRITERIA

Infrastructure: SFIA Level 4

- You can demonstrate that you can provide technical expertise to enable the correct application of operational procedures.
- You can show you can use infrastructure management tools to determine load and performance statistics.
- You can evidence your ability to contribute to the planning and implementation of maintenance and installation work, including building and configuration of infrastructure components in virtualised environments.
- You can demonstrate ability to implement agreed infrastructure changes and maintenance routines.
- You can demonstrate that you are able to configure tools to automate the provisioning, testing and deployment of new and changed infrastructure.
- You can show that you can identify operational problems and contribute to their resolution, checking that they are managed in accordance with agreed standards and procedures.
- You can show that you are able to provide reports and proposals for improvement, to specialists, users and managers.

IT Management: SFIA Level 5

- You can show that you take responsibility for the design, procurement, installation, upgrading, operation, control, maintenance (including storage, modification and communication of data, voice, text, audio and images) and effective use of IT infrastructure components and monitor their performance.
- You can demonstrate that you provide technical management of an IT operation, ensuring that agreed service levels are met and all relevant policies and procedures are adhered to.
- You can show that you schedule and supervise all IT maintenance and installation work.
- You can provide evidence that you ensure that operational problems are identified, recorded, monitored, and resolved.
- You can show that you provide appropriate status and other reports to specialists, users and managers.
- You can evidence that you ensure that operational procedures and working practices are fit for purpose and current.
- You can demonstrate that you investigate and manage the adoption of appropriate tools, techniques and processes (including automation) for the management of systems and services.

Incident Management: SFIA Level 5

- You can demonstrate that you can ensure that incidents are handled according to agreed procedures.
- You can demonstrate knowledge of how to investigate escalated incidents to responsible service owners and seek resolution.
- You can demonstrate you know how to facilitate recovery, following resolution of incidents.

- You can demonstrate you know how to ensure that resolved incidents are properly documented and closed.
- You can evidence that you know how to analyse the causes of incidents and inform service owners in order to minimise probability of recurrence and contribute to service improvement.
- You can demonstrate experience in analysing metrics and reports on performance of the incident management process.

Problem Management: SFIA Level 5

- You can show you can ensure that appropriate action is taken to anticipate, investigate and resolve problems in systems and services.
- You can show that you can ensure that such problems are fully documented within the relevant reporting systems.
- You can show that you can enable development of problem solutions and coordinate the implementation of agreed remedies and preventative measures.
- You can demonstrate that you know how to analyse patterns and trends and improve problem management processes

Systems Installation/Decommissioning: Level 4

- You can demonstrate you can undertake routine installations and de-installations of items of hardware and/or software.
- You are able to take action to ensure targets are met within established safety and quality procedures, including, where appropriate, handover to the client.
- You can demonstrate ability to conduct tests of hardware and/or software using supplied test procedures and diagnostic tools.
- You can demonstrate that you can correct malfunctions, calling on other experienced colleagues and external resources if required.
- You can show you have experience of documenting details of all hardware/software items that have been installed and removed so that configuration management records can be updated.
- You can demonstrate you know how to develop installation procedures and standards, and schedules installation work.
- You can show you can provide specialist guidance and advice to less experienced colleagues to ensure best use is made of available assets, and to maintain or improve the installation service

Information Security: SFIA Level 5

- You can demonstrate that you provide advice and guidance on security strategies to manage identified risks and ensure adoption and adherence to standards.
- You can evidence that you obtain and act on vulnerability information and conducts security risk assessments, business impact analysis and accreditation on complex information systems.
- You can show that you investigate major breaches of security and recommends appropriate control improvements.
- You can evidence that you contribute to development of information security policy, standards and guidelines.

User Focus: DDaT Working

- You can demonstrate you understand and can identify users and their needs, based on evidence.
- You can show that you can engage in meaningful interactions and relationships with users, put users first and can manage competing priorities.
- You can show that you can propose pragmatic solutions that balance user experience, security and assurance needs.

Technical Specialism and Understanding: DDaT Level Practitioner

- You can show that you know how to draft and maintain procedures and documentation.
- You evidence that you can set standards for definition, security and integrity of objects and ensure conformance to these standards.
- You can demonstrate how to manage planning of system and/or acceptance tests, coordinating both functional and non-functional specifications.
- You can evidence how to provide authoritative advice and guidance on test planning and can identify the process improvements and contribute to the definition of best practice.

Technical Understanding: DDaT Level Expert

- You are able to demonstrate you thoroughly understand the technical concepts required for the role and can explain how these fit into the wider technical landscape.
- You can demonstrate an ability to predict and advise on future technology changes that present opportunities.

DESIRABLE CRITERIA

- 1.You will have demonstrable experience of carrying out a similar role in a law enforcement or fire service context.
- 2.You will have experience in an environment that routinely handles sensitive data while demonstrating an understanding of the principles of assessing risk of harm or equivalent qualitative analytical methods.

NORTHAMPTONSHIRE POLICE

MARKING SPECIFICATION

ESSENTIAL CRITERIA

6	5	4	3	2	1

DESIRABLE CRITERIA

TOTAL

KEY

- 1-Poor
- 2-Markedly less than acceptable
- 3-Slightly less than acceptable
- 4-Acceptable
- 5-Slightly more than acceptable
- 6-Markedly more than acceptable