

Principle Infrastructure Engineer

Service Unit	ICT
Team	Infrastructure Team
Responsible to	Infrastructure Team Leader
Scale and Salary Range	PO 2 / 3
Vetting Status	NPPV3
Politically Restricted	No
CVF Level	Level 2

Job Purpose

To review, supervise and task in the development systems administration, maintenance and support functions for the ICT infrastructure necessary to enable Cleveland Police to carry out its operational and associated functions.

To be the senior subject matter expert in the Infrastructure team with supervisory responsibilities for others, and primacy in the day to day delivery of 3rd level incident resolution, service request fulfilment and project work package delivery. To act as the technical design authority within the team and have authority to define solutions and services in support of force business and operational requirements

To support the processes and procedures associated with the management of a busy ICT department in accordance with the ITIL (Information Technology Infrastructure Library) framework.

The post holder will be expected to make decisions relating to technical and service aspects encompassing all factions of the ICT infrastructure deployed and planned by the force. It will act as Subject Matter Expert to the force in technical matters pertaining to any and all aspects of infrastructure services, and will engage with stakeholders at all levels both internally within the organisation and externally as required.

Principal Duties and Responsibilities

Ensure a high standard of service to internal and external clients in a professional manner in accordance with Service Level Agreements, ICT Strategy and ICT work plans

Ensure technical infrastructure planning, development and management service

Manage infrastructure management and monitoring service including, but not limited to, capacity planning, performance monitoring and tuning, file system integrity and security

Provision of specialist Infrastructure IT advice and guidance

Provide an expert 3rd line support service for fault rectification of reported incidents and problems to ensure that operational services are returned to use in line with the SLA requirements

Ensure the provision of the incident resolution activities outside of core business hours as part of a call out team



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Deputise for the Infrastructure Team Leader when required.

Ensure the implementation, update and upgrade infrastructure in accordance with the agreed ITIL processes and procedures

Ensure that accurate infrastructure documentation is maintained in the Configuration Management System.

Ensure that the necessary infrastructure procedures are established such as backup, restore and routine maintenance in order to maintain services and in support of business continuity

Assist in the maintenance of an asset register in respect of all items of infrastructure hardware and software in use throughout the organisation

Assist with Problem Management activities pertaining to infrastructure equipment and services

Ensure the security and integrity of the ICT infrastructure

Note

The above list is not exhaustive and other duties commensurate with the grade and general nature of the post may, from time to time, be required. In addition, there may be some variation and/or development of the above duties and responsibilities without changing the general nature of the post.

All employees are to comply with confidentiality laid down in the Data Protection Act 2018, the Management of Police Information (MOPI), and the Official Secrets Act (which you will be bound for, for life).

All employees are expected to demonstrate a commitment to the principles of equality of opportunity and fairness of treatment for all within Cleveland Police.

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Person Specification	
Essential knowledge, skills, and experience (E)	Desirable knowledge, skills, and experience (D)
Knowledge and Qualifications	
Educated to HNC or degree level or equivalent experience.	A knowledge of Enterprise Management tools
Sound knowledge of networking principles	VMWare, Microsoft, Citrix certifications.
An understanding of the ITIL principles and standards for Service Delivery and Support.	ITIL Foundation certificate
	Knowledge of infrastructure monitoring and alert solutions.
Experience	
Previous experience in an infrastructure management and support role.	Experience of project delivery
Previous experience in some of the following technologies: Solaris, Microsoft Server products, Microsoft Active Directory Services, Virtualisation technologies, Microsoft Desktop and server products, Email & Messaging systems, SAN & NAS systems, Thin Client, Remote Access capabilities.	Experience of DevOps
Experience of working in a large and complex organisation	
Skills / Abilities	
Demonstrate a methodical approach	
Ability to make effective decisions	
Ability to plan and prioritise resources effectively in order to deliver good service	
Able to analyse a range of information noting patterns & trends & to present results in an appropriate format	



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Other	
Ability to meet travel requirements	Ability to be participate in 24x7 on call rota
Actively seeks to find solutions to problems	

All applicants who identify themselves on the equal opportunities section of the application form as having a disability under the Equality Act 2010 and who meet the essential criteria for the post will be guaranteed an interview.

Version Control	
Reason for Version Change	Version date
Ratified at Grading Panel	Dec 2020



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Competency and Values Framework (CVF) for Policing: Level 2 – Middle Manager

Set out below are Cleveland Police Leadership Behaviours (2017) drawn from the College of Policing's Competency and Values Framework for Policing (2017). A candidate's behaviours/values will be measured at interview.

Competency	Level 2 – Middle Manager
Emotionally aware	<ul style="list-style-type: none"> • I consider the perspectives of people from a wide range of backgrounds before taking action. • I adapt my style and approach according to the needs of the people I am working with, using my own behaviour to achieve the best outcome. • I promote a culture that values diversity and encourages challenge. • I encourage reflective practice among others and take the time to support others to understand reactions and behaviours. • I take responsibility for helping to ensure the emotional wellbeing of those in my teams. • I take the responsibility to deal with any inappropriate behaviours.
Taking ownership	<ul style="list-style-type: none"> • I proactively create a culture of ownership within my areas of work and support others to display personal responsibility. • I take responsibility for making improvements to policies, processes and procedures, actively encouraging others to contribute their ideas. • I am accountable for the decisions my team make and the activities within our teams. • I take personal responsibility for seeing events through to a satisfactory conclusion and for correcting any problems both promptly and openly. • I actively encourage and support learning within my teams and colleagues.
Collaborative	<ul style="list-style-type: none"> • I manage relationships and partnerships for the long term, sharing information and building trust to find the best solutions. • I help create joined-up solutions across organisational and geographical boundaries, partner organisations and those the police serve. • I understand the local partnership context, helping me to use a range of tailored steps to build support. • I work with our partners to decide who is best placed to take the lead on initiatives. • I try to anticipate our partners' needs and take action to address these. • I do not make assumptions. I check that our partners are getting what they need from the police service. • I build commitment from others (including the public) to work together to deliver agreed outcomes.
Deliver, support and inspire	<ul style="list-style-type: none"> • I give clear directions and have explicit expectations, helping others to understand how their work operates in the wider context. • I identify barriers that inhibit performance in my teams and take steps to resolve these thereby enabling others to perform. • I lead the public and/or my colleagues, where appropriate, during incidents or through the provision of advice and support. • ensure the efficient use of resources to create the most value and to deliver the right impact within my areas.



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	<ul style="list-style-type: none"> • I keep track of changes in the external environment, anticipating both the short- and long-term implications for the police service. • I motivate and inspire others to achieve their best.
Analyse critically	<ul style="list-style-type: none"> • I ensure that the best available evidence from a wide range of sources is taken into account when making decisions. • I think about different perspectives and motivations when reviewing information and how this may influence key points. • I ask incisive questions to test out facts and assumptions, questioning and challenging the information provided when necessary. • I understand when to balance decisive action with due consideration. • I recognise patterns, themes and connections between several and diverse sources of information and best available evidence. • I identify when I need to take action on the basis of limited information and think about how to mitigate the risks in so doing. • I challenge others to ensure that decisions are made in alignment with our mission, values and the Code of Ethics.
Innovative and open-minded	<ul style="list-style-type: none"> • I explore a number of different sources of information and use a variety of tools when faced with a problem and look for good practice that is not always from policing. • I am able to spot opportunities or threats which may influence how I go about my job in the future by using knowledge of trends, new thinking about policing and changing demographics in the population. • I am flexible in my approach, changing my plans to make sure that I have the best impact. • I encourage others to be creative and take appropriate risks. • I share my explorations and understanding of the wider internal and external environment.

Values	All Levels
Integrity	<ul style="list-style-type: none"> • I always act in line with the values of the police service and the Code of Ethics for the benefit of the public. • I demonstrate courage in doing the right thing, even in challenging situations. • I enhance the reputation of my organisation and the wider police service through my actions and behaviours. • I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations. • I am open and responsive to challenge about my actions and words. • I declare any conflicts of interest at the earliest opportunity. • I am respectful of the authority and influence my position gives me. • I use resources effectively and efficiently and not for personal benefit.
Impartiality	<ul style="list-style-type: none"> • I take into account individual needs and requirements in all of my action. • I understand that treating everyone fairly does not mean everyone is treated the same. • I always give people an equal opportunity to express their views. • I communicate with everyone, making sure the most relevant message is provided to all. • I value everyone's views and opinions by actively listening to understand their perspective.



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	<ul style="list-style-type: none">• I make fair and objective decisions using the best available evidence.• I enable everyone to have equal access to services and information, where appropriate.
Public Service	<ul style="list-style-type: none">• I act in the interest of the public, first and foremost.• I am motivated by serving the public, ensuring that I provide the best service possible at all times.• I seek to understand the needs of others to act in their best interests.• I adapt to address the needs and concerns of different communities.• I tailor my communication to be appropriate and respectful to my audience.• I take into consideration how others want to be treated when interacting with them.• I treat people respectfully regardless of the circumstances.• I share credit with everyone involved in delivering services.
Transparency	<ul style="list-style-type: none">• I ensure that my decision-making rationale is clear and considered so that it is easily understood by others.• I am clear and comprehensive when communicating with others.• I am open and honest about my areas for development and I strive to improve.• I give an accurate representation of my actions and records.• I recognise the value of feedback and act on it.• I give constructive and accurate feedback.• I represent the opinions of others accurately and consistently.• I am consistent and truthful in my communication.• I maintain confidentiality appropriately.

Further detailed information on the CVF can be located by clicking on the following link:

<https://skillsforjustice-ppf.com/competency-values/>