



Principle Network Engineer

Service Unit	ICT
Team	ICT Network and Telcomms Team
Responsible to	ICT Network and Telecomms Manager
Scale and Salary Range	PO2/3
Vetting Status	NPPV3
Politically Restricted	No
CVF Level	Level 2

Job Purpose

To be responsible for the development, delivery and support of the ICT Networks environment, with responsibility for the telephony systems and hardware and for the development, design and change management to the LAN/WAN network infrastructure, telephony and Unified comms platforms.

To deliver all change management activities, 3rd line incident and problem resolutions, monitor and manage network capacity and availability and all associated documentation and procedures and the update of the CMDB in relation to the LAN, WAN, UC and Telephony.

To be responsible for ICT Platform Communications systems running in physical, virtual and cloud-based environments.

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.

To deputise for the Network and Telecomms Manager as required.

Principal Duties and Responsibilities

To act as the technical lead for the maintenance, design, configuration, testing, implementation, security and support for:

- Local and Wide Area Networks including Cisco and Check Point routers, switches and firewalls
- Telephone Systems
- Unified comms systems



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Key Accountabilities:

- To be the technical lead for evaluation and implementation of new ICT network and telephony infrastructure technologies in accordance with the Force ICT Strategy and annual Strategic Delivery Plan and produce reports for the Senior Manager when requested.
- To provide specialist 3rd line support to the force for the resolution of network and telecoms incidents and problems.
- To provide technical support, work packages and advice for ICT projects and liaise closely with the Business Change section to provide appropriate IT solutions to business requirements.
- Create and keep up to date documentation, diagrams and other detailed instructions to help other employees make the best use of new technologies.
- To liaise with third party suppliers for the maintenance of ICT systems, etc. (includes monitoring and reporting upon performance against targets).
- To supervise staff tasks within the Network and Telecomms Team and ensure that staff operate in a safe manner and that the Force and Statutory Health & Safety Regulations are conformed to.
- Monitor and maintain the force network and ensure support contracts are maintained.
- Plan and assist network and telephony refresh/upgrade and change initiatives.
- Ensuring Network Service Design is included in business cases, project plans, supplier procurements and service design packages that contractually and operationally meet the needs of both the business and the customer.
- Ensuring that SLA and performance indicators are achieved, maintained and reported on.
- Deputise for the Network and Telecomms Manager when required.
- Ensure that innovation and new technology is brought into the solutions to make the future models of operation as effective as possible in delivering the business case.
- You will work with teams across IT and our Business Stakeholders and we expect you to be an excellent communicator and able to influence and drive change and improvements.
- Resolve voice and data technical faults and take appropriate action to diagnose and rectify problems.
- Assist with all aspects of network security including identifying and correction of network vulnerabilities.
- Support the performance of both voice and data networking and achieve necessary improvements by analysing and evaluating performance results.



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- Provide advice to all agencies in support of voice and data networking required to meet Force objectives and policies.
- Monitor the effectiveness and quality of service being provided and identify areas for improvement.
- Deliver network and telecoms work packages for the ICT work programme.
- Monitor and report on voice and data network performance and usage.
- Assist with the implementation, update and upgrade of voice and data network in accordance with the agreed ITIL processes and procedures.
- Provide out of business hours network support as part of a stand by and call out team.
- Manage network and telecommunications supplier contracts and service levels agreements to ensure the force's data and telecoms networks are optimised and provide value for money.
- To undertake personal development and training commensurate with the responsibilities of the position.
- Assist with the delivery of an efficient and effective IT service to the Force in accordance with Service Level Agreements, ICT Strategy and ICT work plans.
- Undertake the implementation, update and upgrade of network and telecoms platforms in accordance with the agreed ITIL processes and procedures.
- Assist with the provision of the incident resolution activities outside of core business hours as part of a call out team.
- Responsibilities for all LAN and WAN support and development including capacity and availability monitoring, management and reporting.
- Responsible for network monitoring tools and management of alerts.
- Retain a sound working knowledge of relevant Force systems and update information when required.
- Provide excellent customer service through effective customer engagement and service delivery, liaising with colleagues and suppliers as necessary.
- Assist with Problem Management activities pertaining to networks and telephony.
- Ensure the security and integrity of network and telephony platforms.
- Assist in the maintenance of an asset register in respect of all network and telephony infrastructure and software in use throughout the organisation.
- Provide expert 3rd line support for fault rectification of reported network and telephony



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incidents and problems to ensure that operational services are returned to use in line with the SLA requirements.

- Ensure that the necessary procedures are established such as backup, restore and routine maintenance in order to maintain network and telephony services and in support of business continuity.
- Provide network and telephony administration services including, but not limited to, routine maintenance, housekeeping, performance monitoring and tuning.
- Ensure that accurate data and documentation is maintained in the Configuration Management System.

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 General Data Protection Regulation (GDPR), 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	
To possess a Degree in a relevant Computer Subject or equivalent experience	CCSA (Check Point Certified Security Administrator)
Cisco CCNA/CCDP certification	ITIL foundation
Experience	
At least 3 years relevant technical experience with CISCO technology	At least 5 years relevant technical experience with CISCO technology
	Experience of project delivery
Skills and Abilities	
Enhanced numerical skills, e.g. performing complex calculations	Enhanced literacy skills, e.g. composing either original memos, letters or short reports on a regular basis, statement writing
Enhanced keyboard skills, e.g. use of spreadsheets, inputting into database systems, etc. where accuracy is essential but speed is not a key demand	Able to work under pressure to meet specific deadlines
Other	
To be of the highest integrity	To have a respect for diversity and be committed to the principles of Equal Opportunities
Ability to meet travel requirements	Able to participate in a 24 x 7 on-call rota

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



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Ratified at Grading Panel	December 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/>