

**IT TECHNICIAN – SUPPORT DELIVERY TEAM - INFORMATION
COMMUNICATION AND TECHNOLOGY – ICT DEPARTMENT**

REF: 197/22

Location: Force HQ, Aykley Heads, Durham

Salary: Scale 6 £27,432 - £30,420 per annum

Hours: Working 37 hours per week, from 8.30am to 4.30pm
The Flexible working hours' scheme is applicable to this post.

Job type: Permanent

Closing date: **12pm noon on Friday 7th October 2022**

Qualifications: City & Guilds Level III/ A Levels/or BTEC National or equivalent in a relevant subject.

If you possess an equivalent qualification you must clearly outline this on your application. Failure to do say may result in your application not being progressed.

*Further information regarding the relevancy of equivalent qualifications is available from the OfQual website at <http://ofqual.gov.uk/help-and-advice/comparing-qualifications/>

Successful candidates will be required to provide copies of all relevant qualifications.

The System Administration Team has a wide scope of responsibility for providing professional technical solutions to our operational policing environment with responsibilities for supporting our Information Technology Systems from our onsite datacentres, servers, storage and applications to cloud based solutions.

It would be beneficial but not-essential to have the following experience

- Cloud Migrations particularly Office 365
- Microsoft Exchange Administration
- Microsoft System Center Configuration Manager
- Microsoft Active Directory Administration
- Microsoft Azure
- Microsoft Intune
- VMWare

- Citrix

You will provide technical support for Information Technology and Communication Systems within the parameters of the Departments Service Level Agreements, the Service Catalogue and ITIL.

Responsibilities will include supporting the ICT Service Desk service. You will provide a 2nd line service which includes assistance with ICT maintenance activities, assistance with the delivery and installation of ICT assets through support, projects and the IT Request Process.

Applicants will be expected to evidence at least two year's professional and technical experience in a PC support function involving hardware and software solutions, working with Windows operating systems particularly Windows Server 2012 and above and Windows 10.

At least 3 months administration experience is also a requirement.

Applicants must possess a full, current driving license or have access to a means of mobility support as the role involves extensive travel to various locations across the force.

Durham Constabulary Benefits

- Durham Constabulary offers a minimum of 26 days annual leave rising to 31 days after five years continuous service.
- A defined benefit pension scheme (career average) with death in service benefit.
- A flexible approach to work/life balance issues, working from home options and an excellent working environment.
- We offer secure parking on site at competitive rate compared to normal city centre parking charges and are located close to the local bus and train services.
- We have an onsite café serving fresh food daily and employee kitchen facilities.

Vetting

Durham Constabulary has a strict vetting requirement, and any offer of employment will be subject to appropriate vetting levels which will be maintained / updated throughout the period of service. In addition, applicants should have been a UK resident for at least 3 years prior to the date of application. However in the event that applicants have not been resident in the UK for at least 3 years and can provide a VERIFIABLE certificate from the Police of any country where they have taken temporary residence to indicate that they have not been convicted of any offence whilst in that country or involved in any investigation by a Law Enforcement Agency which includes

being interviewed, arrested, issued with any penalty notice, charged or cautioned irrespective of whether that offence is an offence within the United Kingdom, then this will be considered as part of the recruitment vetting process. Individuals who are not able to meet this criteria will be subject to appropriate risk assessment by the Force Counter Corruption & Vetting Unit.

Eligibility

Candidates must have indefinite leave to work and live in the UK and be free from any restriction. Any successful candidate will be asked to provide evidence of this.

Tattoos

Any tattoo anywhere on the body that is obscene, or advocates sexual, racial, ethnic, or religious discrimination, by written word or design is prohibited and the presence of such a tattoo would preclude an applicant from passing the recruitment process for employment with the Constabulary

Positive Action

Positive Action aims to increase recruitment applications from all underrepresented groups. People with language skills, different cultures and backgrounds are encouraged to apply to our organisation. We are committed to building our relationships with minority communities and encouraging them to join our policing family.

On request wherever possible we may be able to put individuals in touch with an appropriate officer/member of staff who shares a similar protected characteristic/need or has identified themselves as a specific point of contact to provide support and assistance, in respect of an enquiry or progression through the recruitment and selection process.

We particularly welcome applications and the opportunity for informal discussion with individuals from the following underrepresented groups, Black, Asian and Minority Ethnic Groups, LGBT+ and those who consider themselves to have a disability as defined by the Equality Act 2010.

Please note that all formal applications made to Durham Constabulary for employment will be based on merit.

Durham Constabulary is a Disability Confident Employer. We guarantee the offer of an interview to applicants who meet the essential criteria for a post.

To Apply

For further information please view the below Job Description and Person Specification.

To apply please complete the Police Staff Application Form Pers198 on the website.

Completed application forms should be returned to human.resources@durham.police.uk.

Hard copy applications will not be accepted.

Candidates will be contacted via email in relation to the recruitment process and are advised to also check Junk/Spam folders for email updates.

Please note that Curriculum Vitae's (CV's) will not be accepted.



DURHAM CONSTABULARY

JOB DESCRIPTION

JOB TITLE:	IT Technician
COMMAND:	Digital Data & Technology
SCALE:	Scale 6
RESPONSIBLE TO:	ICT Service Delivery Manager or relevant Team Leader
JOB PURPOSE:	To provide technical support for Information Technology and Communication Systems within the parameters of the Departments Service Level Agreements, the Service Catalogue and ITIL.

MAIN DUTIES AND RESPONSIBILITIES

1. To support the ICT Service Desk to resolve calls/issues and liaise with other ICT staff to support departmental objectives in relation to both support and project work
2. To cover for the first line Service Desk when required, including fault recognition, logging, recording, diagnosis and rectification as well as responding to general queries including relaying messages to other staff.
3. To provide 2nd Line support alongside the Service Delivery Team
4. To assist with ICT maintenance activities to include;
 - Microsoft server/desktop administration
 - Desktop & server patching
 - Software support
 - Active Directory administration
 - Backup / archiving tasks.
 - Telephone system administration
 - Radio systems administrations
 - Audio/Visual systems
5. To assist with the delivery and installation of ICT assets through support, projects and the IT Request Process, covering the following;
 - computers,
 - network equipment

- mobile and remote access devices
 - audio visual equipment
 - telephones
 - radio equipment
6. To assist IT Engineers in the development and problems solving of IT systems and software.
 7. To liaise with external agencies and contractors regarding fault reporting, site access, and assisting in remote support in line with service level agreements and local procedures.
 8. To regularly visit local to install and maintain equipment where appropriate and provide on-site technical solutions to problems.
 9. To create documentation and user instructions to help other employees make the best use of new technologies.
 10. To keep up to date records of ICT assets and inventories
 11. To keep the Incident Management system up to date and current
 12. To complete any on site, off site or computer based training as required

The duties and responsibilities outlined above cannot encompass or define all tasks which may be required of the post holder. The outline of duties and responsibilities given above therefore may vary from time to time without materially changing either the character or level of responsibility and these factors are reflected in the grade applied to the post.

DURHAM CONSTABULARY

PERSON SPECIFICATION

JOB TITLE: IT Technician

DEPARTMENT: ICT

EMPLOYEE	ESSENTIAL	ASSESSMENT CRITERIA
Educational Attainment/ Professional Qualifications	<ul style="list-style-type: none">• City & Guilds Level 3 / A-levels/ BTEC National or equivalent in a relevant subject• Microsoft/Citrix Certification (productivity) or equivalent	<ul style="list-style-type: none">• Sift/Interview• Sift/Interview

Work Experience	<ul style="list-style-type: none"> • At least 2 years professional experience • At least two years technical experience in a PC support function involving hardware and software solutions, working with Windows operating and server systems particularly Windows Server 2012 and above and Windows 10 • At least 3 months administrative Experience 	<ul style="list-style-type: none"> • Sift/Interview • Sift/Interview • Sift/Interview
Knowledge/Skills/Aptitudes	<ul style="list-style-type: none"> • Enhanced numerical skills e.g. performing complex calculations. • Basic literacy skills e.g. composing basic letters or memos. • Enhanced computer/keyboard skills e.g. inputting onto spreadsheets, database systems etc., where accuracy is essential but speed is not a key demand. 	<ul style="list-style-type: none"> • Sift/Interview • Sift/Interview • Sift/Interview

Disposition	<ul style="list-style-type: none"> • Able to work under pressure to meet specific deadlines • Able to work on own initiative as well as part of a team 	<ul style="list-style-type: none"> • Sift/Interview • Sift/ Interview
Special Requirements	<ul style="list-style-type: none"> • To be of the highest integrity. • To have a respect for diversity and be committed to the principles of Equal Opportunities and inclusion • To hold a full, current driving licence or access to a means of mobility support. 	<ul style="list-style-type: none"> • Sift/Interview • Sift/Interview • Sift/Interview/Vetting

DURHAM CONSTABULARY

CONDITIONS OF APPOINTMENT

ICT TECHNICIAN

1. **SALARY**

Annual salary will be based on Durham Scale 6 of the Police Staff Council:-

£
27,432
28,359
29,331
30,420

2. **PENSION**

New employees will be automatically enrolled into the Local Government Pension Scheme. The successful applicant will have the right to opt out of the Pension Scheme once they have commenced employment.

3. **SICKNESS DECLARATION & MEDICAL SCREENING/ EXAMINATION**

All applicants should note that Durham Constabulary applies stringent sickness absence criterion. All appointments will be subject to satisfactory pre-employment medical screening. During these pre-employment checks the Constabulary requests sickness details from your previous employer(s). Following screening the successful candidate may be required to attend for a medical appointment.

4. **ANNUAL LEAVE**

Annual leave will be calculated on a pro-rata basis according to the number of hours worked per week. Annual leave for a full time employee (37 hours per week) will be a minimum of 26 days rising to a maximum of 31 days after 5 years continuous service.

The maximum entitlement of 31 days will also apply to those successful applicants who currently have 5 years continuous service as a member of Police Staff with a Police Authority; PCC Office, Chief Constable, Police Service of Scotland, Scottish Police Services Authority, Scottish Crime and Drug Enforcement Agency, Scottish Joint Police Force, National Crime Agency, Serious and Organised Crime Agency, National Crime Squad, National Criminal Intelligence Service, College of Policing, National Policing Improvement Agency, Local Authority, Scottish Joint

Police Board, CENTREX (or predecessor), PSNI, Royal Ulster Constabulary, non-Home Office forces, the Metropolitan Police and the British Transport Police. The foregoing leave is in addition to normal public holidays.

The annual leave year runs from 1st January to 31st December and those who commence employment during the year will be entitled to a proportion of the annual leave entitlement.

5. PERIOD OF NOTICE

The appointment will be terminable by 4 weeks' notice in writing on either side, subject to the provisions of the Employment Rights Act, 1996.

6. PROBATIONARY PERIOD

Substantive appointment is subject to a Probationary Period of six months, unless you are required to attend a training course that exceeds 4 weeks, then your probationary period will be extended accordingly. Included in your Probationary Period, are any training courses that you are required to pass. At the end of the Probationary Period, subject to satisfactory report, you will be transferred to the established staff.

7. TRAINING

Durham Constabulary has a positive policy towards identifying and meeting the training needs of all of its' staff and it is a condition of employment that staff are prepared to participate in any training courses which are felt to be appropriate to their needs. Most training needs will be met within the organisation, but he/she may be required to attend job related short courses.

8. RETURN OF SERVICE / REFUND OF COURSE FEES

If you do not serve for a minimum of 2 years with Durham Constabulary you may be required to refund the costs for any training courses completed which are deemed mandatory to your role.

9. OFFICIAL SECRETS ACTS

Upon appointment with Durham Constabulary all employees will be subject to the provisions of the Official Secrets Acts, 1911, 1920 and 1989 and will observe secrecy in all matters that may come to their notice whilst in the performance of the duties allotted to them and will only divulge such matters if compelled by law or upon the instructions of the Chief Constable, or other supervisory officer.

10. VOLUNTARY RESERVE FORCES

Staff may participate in the Military Voluntary Reserve Forces. These are defined as The TA; the Royal Navy Reserve; the Royal Marine Reserves , the Royal Auxiliary Air Force, the Royal Air Force Volunteer Reserve Training RAFVR (T), Air Cadet Organisation, Sea Cadets, Adult Warrant Officer (AWO) or civilian instructor. Authority to do is sought from the Chief Constable.

11. POLITICAL RESTRICTIONS

The Police Service is committed to full compliance with the duty to promote race equality as per the Equality Act 2010.

The Chief Constable is committed to creating a totally anti-discriminatory and inclusive police service therefore no member of Durham Constabulary may be a member of an organisation whose constitution, aims, objectives or pronouncements contradict the general duty to promote equality.

12. ACCOMMODATION / LOCATION OF POST

This post will be based at Police Headquarters.

13. EQUAL OPPORTUNITIES POLICY

Durham Constabulary requires a respect for diversity encourages and is committed to the principles of Equal Opportunities.

14. WORKING HOURS

You will be required to work 37 hours per week, based on working Monday to Friday. As a member of a professional team you will be subject to call out and will be expected to work outside these hours occasionally. The flexible working hours' scheme applies to this post.

15. TRAVELLING EXPENSES

Expenses will not be paid for any part of the recruitment procedures.

16. OTHER CONDITIONS

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Law Enforcement Agency which includes being interviewed, arrested, issued with any penalty notice, charged or cautioned irrespective of whether that offence is an offence within the United Kingdom, then this will be considered as part of the recruitment vetting process. Individuals who are not able to meet this criteria will be subject to appropriate risk assessment by the Force Counter Corruption and Vetting Unit.

17. TATTOOS

Any tattoo anywhere on the body that is obscene, or advocates sexual, racial, ethnic, or religious discrimination, by written word or design is prohibited and the presence of such a tattoo would preclude an applicant from passing the recruitment process for employment with the Constabulary.

18. CANVASSING

Canvassing, either directly or indirectly, is prohibited.

19. ADDITIONAL BUSINESS OR EMPLOYMENT

Employees must devote their whole-time service to the work of the Chief Constable and must not engage in any other business or take up any other employment without the written consent of the Chief Constable.

20. SMOKING POLICY

Durham Constabulary operates a “No Smoking” policy.

21. CLOSING DATE

Applications must be received by the closing date of 12pm noon on Friday 7th October 2022.

22. GENERAL

Applications will not be acknowledged, and if you do not hear from us within six weeks you can assume that you have been unsuccessful. Should this be the case we would like to thank you for your interest in this post.

Where possible, specific dates for assessment (if applicable) and interview for this post have been identified and details are given below. Unfortunately, we are not always able to offer alternative dates.

23. APPOINTMENT OFFER / ANTICIPATED DATE FOR FILLING THIS POST

We hope to make a **conditional** offer of an appointment approximately one month after the closing date. The appointment offer will be subject to satisfactory pre - employment clearances including medical screening, recruitment vetting checks and employment references. Should any clearance prove to be unsatisfactory we reserve the right to withdraw any offer of employment made. A starting date will be agreed following receipt of satisfactory clearances, taking into account notice periods required.

This post will be filled as soon as practicable.