



# Derbyshire Constabulary

## Job Description

INTEGRITY

RESPECT

PERFORMANCE

RESPONSIBILITY

INNOVATION

<b>Closing Date</b>	<b>11.55 pm, Thursday 13<sup>th</sup> July, 2017</b> <b>Please note late applications will not be accepted</b>
<b>HR Service Centre Contact</b>	Jane Walker ( <a href="mailto:recruitment@derbyshire.pnn.police.uk">recruitment@derbyshire.pnn.police.uk</a> ) Tel: 0300 122 8900 Option 1
<b>Role Title</b>	Network Engineer
<b>Job Reference</b>	IS_1019
<b>Grade and Salary</b>	Scale J £29,307 to £35,451 per annum Successful applicants would normally be appointed on the bottom of the salary grade. Exceptions may apply.
<b>Hours</b>	37 hours per week
<b>Suitable for job share or part time</b>	Yes
<b>Department or Division</b>	Information Services
<b>Location</b>	Force Headquarters, Ripley
<b>Vetting Level</b>	MV & SC
<b>Post Reports to</b>	Network Manager
<b>Other Considerations</b>	Please note that, due to the nature of security checks undertaken, applicants must have 5 years continuous residency in the UK up to the date of the application and Home Office approval for indefinite leave to remain within the UK. All successful applicants will be required to submit themselves for drug testing in line with the Force's Drug Policy

**Please note** that applicants who are subject to the terms and conditions of the Re-organisation, Redeployment and Redundancy policy (internal Police Staff policy) will be prioritised in the process should they choose to apply.

### EQUALITY COMMITMENT

Derbyshire Constabulary is committed to the principles of Equality, Fairness and Diversity, and we welcome applications from all sections of the community in our efforts to recruit a diverse and flexible workforce that reflects the communities we serve.

As part of our commitment to equality, all applicants with disability who meet the essential criteria for any police staff post will be invited to interview.

Derbyshire Constabulary offers a range of benefits including a local government pension scheme, Specsavers eye care vouchers, child care vouchers as well as a staff discount scheme called 'My Extras'. This covers a wide variety of retailers and includes discounts & cashback. My Extras also provides discounted gym membership and a healthcare cashplan. This scheme however is non contractual and the force does reserve the right to withdraw or change the terms of the scheme.

### Purpose and Description of Role:

To provide technical fault resolution, new provision and changes to the force network (local and wide area), and network security infrastructure by following agreed processes, procedures and standards. To innovate in the improvement and security of the force network. To monitor, maintain and improve the force network.

The post holder will be required to perform on call duties outside of normal office hours as operational requirements dictate.

### Specific Role Responsibilities:-

- To develop, implement and maintain the force network infrastructure and network operating systems to further improve the range of facilities available to the force users
- To carry out routine configuration, reconfiguration, installation, and removal of network hardware and software
- To innovate, propose, implement and configure security solutions to ensure the protection of the force network
- To ensure that security configurations of network devices follows best practice
- To support external security reviews of the force infrastructure and support remediation activities
- To support and develop the use of security monitoring solutions
- Identify the causes of security issues, using diagnostic testing software and equipment, and recommend remedial actions Implementation and analysis of security issues and enhancements.
- Implementation of technical networks, communications and infrastructure projects
- To diagnose and resolve faults with networking equipment working with users, third parties and other members of Information Services when necessary
- To perform network system management, undertaking general housekeeping and system network hardware and software upgrades
- To ensure that system security issues are addressed so the integrity of force data is maintained
- To use network tools to determine network load and model performance statistics identifying trends in traffic flow and levels of service. Establish appropriate benchmarks and baseline network metrics
- To administer and monitor the force secure remote access facilities
- To assist with the investigation in to operational problems, make proposals for improvement and implements then when appropriate.
- To participate in reviews of system performance and provide advice
- To act as a second line advisor to the service desk personnel, ensuring that advice and guidance is given to these staff and recurring or major faults are given a high priority to ensure that user downtime is kept to a minimum.
- To liaise with third party suppliers to ensure that faults passed to them are dealt with within acceptable timescales and in an acceptable manner.
- To liaise with suppliers and contractors in respect of technical problems and software upgrades

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- To produce and maintain documentation relevant to the network and security infrastructure.
- To provide detailed input into technical specifications for procurement exercises as required
- To undertake data centre installations and commissioning, including peripherals installations.
- To ensure that configuration management processes are observed by the team
- Act as single point of contact for network issues as part of a standby rota on a 24/7 basis and perform duties outside normal working hours where required
- To contribute to continual service improvement from IS to customers
- To be innovative in the reduction of bureaucracy and process improvement
- To contribute to the architecture standards and their maintenance
- To provide a key input to the incident/problem/change management process
- To carry out any other reasonable duties within the overall function commensurate with the grading and level of responsibility of the post.
- To uphold the Force's Values of Performance; Innovation; Responsibility; Respect; Integrity

### Skills & Experience required:-

#### Essential:

- Educated to HND level or equivalent qualification or equivalent work related experience (as required below)
- Recognised qualifications in network management or equivalent work experience (as required below)
- Proven experience of managing an enterprise network, including diagnostic tools.
- Proven experience of TCP/IP, Firewalls, Data Switches and Routers, Wireless networks
- Proven experience of managing network security (firewalls / SIEM products / IDS / IPS / VPNs)
- Detailed knowledge of networking protocols
- Proven experience of managing customer relationships
- Demonstrate experience in reviewing, developing and implementing network improvements
- Proven experience in fault diagnosis and resolution
- Excellent interpersonal skills
- Ability to travel to other sites transporting network equipment

#### Desirable:

- Minimum of 3 years relevant experience supporting a secure, enterprise network
- Cisco CCNA or equivalent certification ITIL qualification
- Experience of using Service Desk software, e.g. BMC Remedy, Touchpaper
- Knowledge of project management and related methodologies
- Knowledge of systems development lifecycle
- Experience of being an effective team player, able to develop and extend relationships
- Experience of managing a formally accredited secure network
- Experience of supporting VoIP
- Recognised security qualification (IPS / IDS / SIEM / Cisco)
- Experience of implementing protectively marked / secure networks
- Experience of IT Health Checks / penetration testing

**Please use the attached application form to register your interest in this role. CV's will not be accepted but additional sheets can be attached to the application form to ensure you capture your relevant experience and skills.**

PERSONAL QUALITIES

The post holder will be assessed for appointment against the following behaviours. Derbyshire Constabulary’s staff are assessed against these behaviours

Decision Making	Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgment, ensuring actions and decisions are proportionate and in the public interest.
Leadership	<p><b>Openness to change</b></p> <p>Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change. Takes an innovative and creative approach to solving problems.</p> <p><b>Service delivery</b></p> <p>Understands the organisation's objectives and priorities, and how own work fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes. Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well. Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.</p>
Professionalism	Acts with integrity, in line with the values and ethical standards of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behaviour. Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.
Public Service	Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests. Understands the expectations, changing needs and concerns of different communities, and strives to address them. Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police. Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them. Works in partnership with other agencies to deliver the best possible overall service to the public.
Working with others	Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships. Explains things well, focusing on the key points and talking to people using language they understand. Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively. Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations. Is courteous, polite and considerate, showing empathy and compassion. Deals with people as individuals and addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.

Prepared by:

Checked by: Carly Mulholland

Date: June 2014