



Staffordshire Police - Role Profile

Infrastructure Engineer Databases

Grade/Rank:	H
Directorate:	People & Resources
Reports to:	IT Partner (Infrastructure & Applications)
Direct Reports:	No direct reports – Technical Specialist Role

Role Purpose

Technology Services are responsible for transforming and supporting all of the force's digital technology needs. The operating structure is split into four core teams:

- Strategy (responsible for identifying and selecting the right technologies for the force)
- Transformation (responsible for delivering and implementing changes to the technologies across the force)
- Operations (responsible for configuring and supporting the infrastructure and applications needed by the force)
- Service (responsible for supporting and servicing all end users of technology across the force)

The Infrastructure sub-team within the Operations team are responsible for all of the core server hardware, databases and force software applications, ensuring integrity, security and availability of force systems at all times. This includes data centre management, backup/disaster recovery, server and storage environments, email infrastructure, active directory and server operating systems, as well as all force operating environments, virtualisation servers and database farms.

Infrastructure Engineers are responsible for databases of all architectures and are expected to deliver specialist 3rd / 4th line support for all core infrastructure and application delivery platforms, including supporting the implementation and design of new infrastructure and database solutions, and monitoring overall system performance.



Key Tasks and Responsibilities:

- Provide specialist technical skills and knowledge to support the availability and performance of the force's core infrastructure application delivery platforms, databases, including performance of data centres, data storage services, servers and back-ups;
- Ensures the confidentiality, security and integrity of the force's underlying infrastructure;
- Provide specialist technical knowledge that facilitates the relevant incident, configuration, availability, capacity, continuity and release management in line with agreed procedures;
- Provide and disseminate specialist/technical advice on issues relating to the service, interpreting or assessing force needs and exercising judgment to make decisions when solutions are not obvious;
- Assist the IT Partner (Infrastructure & Applications) in formulating strategic direction for the team;
- Act as a point of escalation for complex technical issues arising through the helpdesk, facilitating timely resolution;
- Monitor and manage service levels and performance standards for the team;
- Have regular contact with various key stakeholders across the force in order to achieve desirable outcomes;
- To provide reports and business cases in support of making recommendations for improvements or amendments to systems within the team;
- Plan and organise individual or team activity to meet the demands on the infrastructure workload;
- Provide specialist technical assistance to projects which may often be complex in nature, ensuring solutions meet the required quality levels and that specialist information and/or advice is offered to assist senior colleagues in making appropriate decisions;
- Interpret statistical data and advise management of trends;
- Revise or develop procedures and policies, and contribute to their successful implementation in order to deliver appropriate benefits and ensure legislative or security requirements are met;
- Provide technical expertise in all database architectures.

And to be accountable for: (i.e. responsibilities held by others but measured and owned by this role)

Behaviours

The Behavioural Competency Framework (BCF) has six competencies that are clustered into three groups. Under each competency are six levels that show what behaviours will look like in practice.

This role should be operating at the following levels:

Resolute, compassionate and committed



We are emotionally aware	Valuing Diversity	3
	Managing Sensitivities/Political Savvy	4
We take ownership	Customer Service	4
	Maintaining Accuracy/Sustainable Working	4
Inclusive, enabling and visionary leadership		
We are collaborative	Partner Working	3
	Managing Complexity/Strategic Planning	4
We deliver, support and inspire	(self) Leadership	4
	Supporting Colleagues/Coaching & Mentoring	4
Intelligent, creative and informed policing		
We analyse critically	Problem Solving	4
	Situational Judgement	4
We are innovative and open-minded	Continuous Improvement	3
	Futurology	3

Education, Qualifications and Experience	
Essential:	Desirable:
<ul style="list-style-type: none"> Microsoft Server 2012/2016/2019/2022 Experience of supporting server deployment activities through a development, design, test and implementation lifecycle SQL Server configuration & administration <p>And specialisms in any of the following:</p> <ul style="list-style-type: none"> MS Security, Active Directory, GPO Knowledge of Azure application, services and technologies Oracle DBA configuration & administration 	<ul style="list-style-type: none"> MS Storage Spaces and Backup Technologies DELL M-Series Enclosures & Blade Servers VMWare Products Configuration and Administration and/or DBA experience in either Oracle or SQL Hyper-V & Server Manager Configuration and Administration Citrix administration with strong skills and experience in associated technologies Citrix NetScaler/XenApp/Xen Desktop, RDS and Terminal Services VDI, Exchange Online, Teams and SharePoint.

Technical/Operational Skills Matrix (See Skills Matrix)				
Essential:	Desirable			
<ul style="list-style-type: none"> A graduate qualification or equivalent experience At least 5 years' experience in a second/third line server administration role 	<ul style="list-style-type: none"> OCA, OCP MCSA or MCDBA or MCSE 			
Leadership Passport Level	Practitioners & Team Leaders	1 st Line Mngrs	2 nd Line Mngrs	Senior Mngrs
	1	2	3	4

* Indicates that training will be provided as part of the role in this skill



CPD Requirements

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Professional Registration/Licences

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Special Conditions

Own car for business use	No
Higher level vetting required	No
Requirement to wear Uniform	No
Requirement for post entry training	No
Fixed Hours	No
Weekend working expected	Occasional
Shift allowance	No
Fixed term or temporary role	No
Politically Restricted	No
On call/standby rota	Yes
Flexitime Role	Yes
Notice Period	3 months

As part of the limited duties profiling, this role has been identified that the role holder must be able to fulfil the following core capabilities. To meet the Equality Act (2010) reasonable adjustments will be made wherever practicable.

Limited Duties

Sit for reasonable periods(consider impact of driving) a1	Evaluate information (d1)
To write(a2)	Record details (d2)
Read(a3)	Exercise reasonable physical force in restraint & retention in custody (e1)
Use the telephone(a4)	Understand information (f1)
Use(or learn to use IT) (a5)	Retain information(f2)
Run reasonable distances (b1)	Explain facts & procedures (f3)
Walk reasonable distances (b2)	Work the full range of shifts
Stand for reasonable time (b3)	Shift - Earlies (g1)
Make decisions (c1)	Shift - Lates (g2)
Report situations to others (c2)	Shift - Nights(g3)



Agile Profile (See Agile Matrix)

Base	Desk	Confidentiality	Systems & Email	Telephony	Paper	Hours