Staffordshire Police - Role Profile

Server Engineer

Grade/Rank:	G
Directorate:	People & Resources
Reports to:	Infrastructure Engineer
Direct Reports:	None

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 and force software applications, ensuring integrity, security and availability of force systems at all times. This includes data centre management and backup/disaster recovery, server and storage environments, email infrastructure, active directory and server operating systems.

Server Engineers are responsible for delivering specialist 2nd line support for all core applications, including supporting the implementation and design of new application solutions and monitoring overall system availability and performance.

Key Tasks and Responsibilities:

- Provide specialist technical skills and knowledge that facilitate the provision, configuration and support of force systems or applications;
- Manage the security, availability, capability, and performance of force systems and/or software applications;
- Support the delivery of solutions in response to incident, configuration, availability, capacity, continuity and release management in line with agreed procedures;
- Coordinate standardised processes (e.g. change and release management) for hardware or software changes across various technical teams within the department;
- Take ownership of major incidents, major changes, and major releases;
- Provide specialist knowledge in a variety of force systems and applications;
- Liaise with users throughout the force to ensure their server storage and application requirements are being met;
- Ensure the currency of force applications (adopting an 'n-1' model where possible);
- Provide technical assistance to projects which may often be complex in nature, ensuring solutions meet the required quality levels and that information and/or advice is offered to assist senior colleagues in making appropriate decisions;
- Attend force user groups as necessary, to understand user requirements in terms of the future development and roadmap for applications;
- Manage incidents and service requests to meet the needs of the force and make best use of the resources available;
- Champion good ideas to management;

And to be accountable for: (ie 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	3
We take ownership	Customer Service	4

	Maintaining Accuracy/Sustainable Working	3
Inclusive, enabling and visionary leadership		
We are collaborative	Partner Working	3
	Managing Complexity/Strategic Planning	4
We deliver, support and inspire	(self) Leadership	3
	Supporting Colleagues/Coaching & Mentoring	2
Intelligent, creative and informed policing		
We analyse critically	Problem Solving	4
	Situational Judgement	3
We are innovative and open-minded	Continuous Improvement	3
	Futurology	3

Education, Qualifications and Experience

Essential:	Desirable:
• A graduate qualification or equivalent experience • At least 5 years experience in a second/third line server administration role	• MCSA

Technical/Operational Skills Matrix (See Skills Matrix)

Essential:	Desirable
• VMWare Products Configuration and Administration and/or DBA experience in either Oracle or SQL • Microsoft Server 2012/2016 • Experience of supporting server deployments activities through a development, design, test and implementation lifecycle • Hyper-V & Server Manager Configuration and Administration • MS Storage Spaces and Backup Technologies • DELL M-Series Enclosures & Blade Servers • MS Security, Active Directory, GPO	• Knowledge of Azure application, services and technologies • Oracle DBA configuration & administration • SQL Server configuration & administration • Citrix administration with strong skills and experience in associated technologies • Citrix NetScaler/XenApp/Xen Desktop, RDS and Terminal Services • VDI, Exchange, Lync and Sharepoint Service

Leadership Passport Level	Practitioners & Team Leaders	1st Line Mngrs	2nd Line Mngrs	Senior Mngrs
	1	2	3	4

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

CPD Requirements

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	1 week	28 Days	1 month	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