



<b>Role Title</b>	NPAS IT Support Technician	<b>Reporting to</b>	Connectivity & Data Centre Manager
<b>Section</b>	Digital Infrastructure	<b>District/Department</b>	NPAS
<b>Tenure</b>		<b>Rank/Grade</b>	POB

**Part A – JOB DESCRIPTION**

<b>Overall purpose of role</b>	To deliver, implement, maintain, support and ensure the integrity of the national NPAS network and IT infrastructure, complying with nationally agreed security protocols and in accordance with West Yorkshire Police working practices
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**Key outputs for role**

1. Lead by example and behave in line with the Police Code of Ethics ensuring that the force values and behavioural expectations are clearly understood and considered by managers, officers and staff in their decision making and actions; reinforcing and influencing them through all interactions and processes.
2. Deliver practical technical expertise in the following areas (but not limited to): LAN and WAN networking technologies, 3G/4G mobile data networks, telephony, support of office IT equipment (e.g. printers, laptops, desktops), Wi-Fi internet access, management of Cisco firewalls, onsite and centralised IT storage, and bespoke NPAS application support to ensure NPAS has an effective IT network to support business and operational requirements nationally
3. Configuration and installation of IT hardware and software (OS and applications) to maintain the NPAS IT infrastructure in accordance with project demands and information security requirements to ensure availability of systems for operational purposes
4. Maintain, diagnose and rectify problems on or within any infrastructure associated with the national NPAS Network and associated IT equipment to ensure the operational capability of NPAS is maintained
5. Continuously develop the IT infrastructure across NPAS, as directed, to meet the operational and business requirements, both now and in the future as new technologies become available, in order to embed technology and maximise business benefits for the organisation
6. Liaise with new and existing external suppliers, confirming feasibility, undertaking pilots, and documenting process and procedures to ensure successful testing and implementation of new services and systems to support business needs and opportunities
7. Provide appropriate advice and assistance to customers in order to encourage the effective use of IT systems and equipment
8. Attend relevant meetings to provide feedback and technical advice regarding requests, incidents and change management

**Dimensions** (Financial/Statistical/Mandates/Constraints/No. of direct reports)

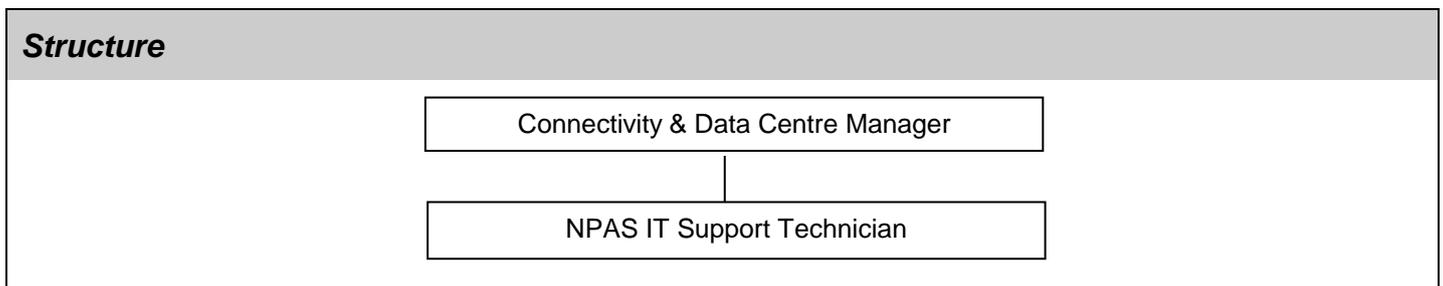
- Management of all NPAS IT infrastructure as required across 14 sites throughout England & Wales
- Responsible for a geographical region which will consist of (approximately) 50% of NPAS bases across England & Wales, with the possibility of providing full geographical coverage as and when dictated by the business
- Provide onsite IT support to approximately 350 members of staff
- Work with all police forces across England & Wales
- Maintain and support departmental policy by working to the documented procedures of WYP and the Data Protection and Information Security principles and Legislation

**Work/Business contacts**

**Internal:** All ranks of Police Officers and support staff within WYP and NPAS  
**External:** Manage and liaise with external suppliers, contractors, partners and local police forces

<b>Expertise in Role Required (At selection - Level 1)</b>	<b>Essential or Desirable</b>
• Related NVQ Level 3 or above, or proven relevant and practical experience in IT networking	Essential
• Possess good IT networking skills along and the proven ability to utilise these skills in in a similar organisation / environment	Essential
• Proven ability to resolve and diagnose IT issues in an effective and logical manner	Essential
• Possess detailed knowledge of and experience of effectively resolving technical problems in relation to infrastructure issues	
• Proven knowledge of working on Cisco network infrastructure	Desirable
<b>Other (Physical, mobility, local conditions)</b>	
• Holds a full current UK driving licence	Essential
• Be willing to undertake and the ability to pass a standard police driving test	Essential
• Ability and willingness to travel nationally on a daily basis for business purposes (a vehicle will be provided for business use only)	Essential
• Willingness to regularly travel and work in other locations including overnight stays for extended periods	Essential
• Willingness and ability to work outside of normal business hours of 37 hours per week (Monday to Friday)	Essential
• Regional coverage to be agreed, but may be expected to cover nationally due to operational requirements	Essential
• Physically capable of lifting and carrying heavy computer equipment	Essential
• Ability to work independently with minimal supervision and a high-level of personal responsibility	Essential

<b>Expertise in Role - After initial development - Level 2</b>
• Developed the ability to deliver the overall purpose in role
• Demonstrate detailed knowledge of the IT infrastructure supporting NPAS nationally
• Ability to work unsupervised, prioritise work, identify issues and implement solutions
• Will be utilised as a Subject Matter Expert advising NPAS SLT on future IT projects



## **PART B – COMPETENCIES & VALUES**

<b>Competency and Values Framework –</b> <a href="http://www.college.police.uk/What-we-do/Development/competency-and-values-framework/Documents/Competency-and-Values-Framework-for-Policing_4.11.16.pdf">http://www.college.police.uk/What-we-do/Development/competency-and-values-framework/Documents/Competency-and-Values-Framework-for-Policing_4.11.16.pdf</a>
Level 2- Supervisor/Middle Manager

## **PART C - DEVELOPMENT OF ROLE**

### ***Expertise in Role (Advanced - Level 3)***

- Is recognised as an IT expert in all aspects of the NPAS digital infrastructure
- Maintain current industry knowledge of emerging technologies, including best practice and procedures for relevant IT technical environments, ensuring this is applied to all aspects of work
- Training needs will be addressed by performing a skills gap analysis and suitable training courses will be provided

## **PART D - ACCESS & VETTING**

<b><i>Standard IT Access</i></b>	IT Administrator Access
<b><i>Police Building (Perimeter and Zone access)</i></b>	Perimeter access to police buildings where based
<b><i>Vetting Level</i></b>	NPPV Level 3 and SC Cleared
<b><i>Date accepted as a role profile</i></b>	1/3/17