



Role Title	Server and Storage Analyst	Reporting to	Senior Server and Storage Analyst
Section	Digital Infrastructure	District/Department	Digital Policing Directorate
Tenure		Rank/Grade	SO1

Part A – JOB DESCRIPTION

Overall purpose of role	To support and maintain the specified services and associated service levels of the managed applications and infrastructure. To participate in improvement initiatives, adoption and change control processes; and actively supports all production functions.
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Key outputs for role –	
<ol style="list-style-type: none">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. To work with specific responsibilities as defined by the Head of Digital Infrastructure to support data centre, desktop and mobile infrastructures.3. Maintain and support the applications and infrastructure to meet SLA and performance targets.4. Investigate problems and identify root-causes to prevent their re-occurrences to ensure smooth running of Force systems.5. Participate in problem-solving teams as required to provide technical proposals to maintain, implement and optimise server and storage to to the Force. Take personal responsibility for investigating problems and trends in performance, proposing solutions and actively creating a knowledge base.6. Identify and implement changes to the Force's server, virtual, storage and operating infrastructures, checking feasibility, piloting and documenting to ensure successful implementation of any changes.7. Liaise, monitor and work with Digital Policing supplier's staff to perform work to the Directorate's quality standards and operating procedures.8. Assist in the development of complex Digital Policing solutions and infrastructures to deliver Projects as directed. Assisting with the development and support of all aspects of the Force's Server, Storage, Monitoring, Operating Systems, Virtualisation and Thin Client environments.9. Responsible to seek professional advice/guidance/knowledge from within the department or suppliers to ensure quality and correctness in undertaking any duty.	

Dimensions (Financial/Statistical/Mandates/Constraints/No. of direct reports)
<ul style="list-style-type: none">• Assisting with the support of 5000+ fixed and mobile devices with access to central services supporting over 9000 users across over 30 Forcewide applications and over 100 other applications.• Responsible to seek professional advice/guidance/knowledge from within the department or suppliers to ensure quality and correctness in undertaking any duty.• Maintain and support the department's quality policy by working to the documented procedures and adhere to the data protection principles.

Work/Business contacts

Internal: Work closely with all members of the Digital Policing Directorate and liaise with other Divisional/Departmental staff with regard to IT support and problem solving.

External: Management of suppliers and external maintenance and support providers to meet SLAs.

Expertise in Role Required (At selection - Level 1)

Essential or Desirable

- Experience of supporting operating systems and data centre scale infrastructures. Essential
- Production mind-set - demonstrated belief in the management of services for customers, using facts and processes, and the primary importance of supporting the customers to do their jobs. Essential
- Degree in Computer Studies OR equivalent OR relevant experience. Essential
- Postholder may be seconded to any area of the Digital Policing Directorate to work on improvement projects or in support duties. Essential
- Skill and competency in supporting a large range of physical and virtual infrastructures along with associated storage and monitoring. Desirable

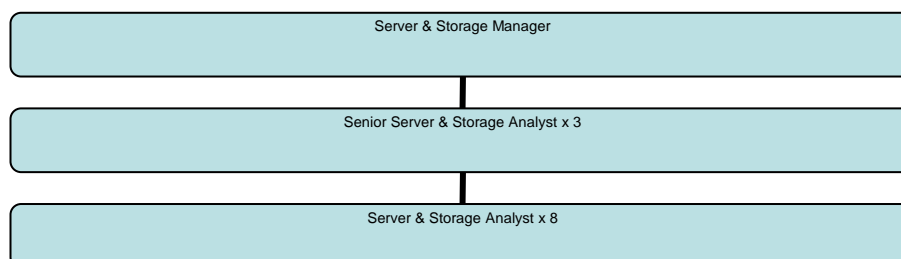
Other (Physical, mobility, local conditions)

- Willingness and ability to participate in a call-out rota. Essential
- Ability and willingness to travel for business purposes. Desirable

Expertise in Role - After initial development - Level 2

- Detailed working knowledge, technical skill and competency in WYP's Computer Infrastructure and assigned services.
- Detailed working knowledge of the profiles of the managed Digital Policing services and their relationships.
- Detailed working knowledge in using a formal problem-solving methodology.
- Evidence of successful implementation of changes.

Structure



PART B – COMPETENCIES & VALUES

Competency and Values Framework –

http://www.college.police.uk/What-we-do/Development/competency-and-values-framework/Documents/Competency-and-Values-Framework-for-Policing_4.11.16.pdf

Level 1- Practitioner

PART C - DEVELOPMENT OF ROLE

Expertise in Role (Advanced - Level 3)

- Detailed working knowledge and experience to benchmark performance for assigned services to ensure they are comparable with the best of industry.
- Basic working knowledge and proven ability to assist with the development of technical solutions within the Team.

PART D - ACCESS & VETTING

<i>Standard IT Access</i>	Administrator
<i>Police Building (Perimeter and Zone access)</i>	Perimeter Access to Police Buildings where based and Force Data Centres.
<i>Vetting Level</i>	Management Level Vetting
<i>Date accepted as a role profile</i>	3/11/17