

JOB DESCRIPTION

Post: Server Engineer
Grade: Band F **Job Evaluation Ref:** JE43
District/Department: Joint ICT
Sector/Section: ICT Infrastructure – Server Team
Location: OCC Wymondham
Reporting to: Server Team Manager

ACTIVITIES AND RESPONSIBILITIES OF THE POST

1. Principal purpose of the role

To install, support, enhance and maintain servers, server operating systems and their associated storage by undertaking technical tasks, delivering project work and providing customer and third line support as required.

2. Main activities of the role *(This list is not exhaustive)*

- The installation, enhancement and maintenance of computer servers in relation to server operating systems (Windows and Linux), Active Directory (including Group Policy), Virtualisation (Hyper-V, VMware, Citrix), network infrastructure (DNS and DHCP), application software (Exchange, Systems Center Suite and IIS) and backup technologies (IBM TSM and Backup Exec).
- The installation, enhancement and maintenance of computer servers in relation to server hardware, storage and tape libraries.
- Maintaining system availability and security by identification, risk assessment and installation of software patches, fixes and service packs, and ensuring the integrity of endpoint protection systems
- Liaising with internal customers responding to requests for service and delivery of project work packages, identify and resolve problems and incidents including system defects with minimum disruption to service.
- Researching, identifying and delivering new technology to reduce costs, improve performance and support business processes
- Applying ITIL Service Management and PRINCE2 project management methodologies as required
- Providing 3rd line support and expertise in the server field within the ICT department and forces, and to external forces and agencies as required
- Liaising with and managing external contractors, consultants and suppliers
- Dealing with security related incidents in line with force policies, external guidance and appropriate regulations from external agencies such as CESA
- Creating, updating and enhancing documentation, including writing technical instructions, drawing diagrams, maintaining build and change control documentation and updating fault records
- Producing reports on technical and functional aspects of server infrastructure to all levels of audience including general users, senior officers, external technical experts, etc.
- Developing and maintaining own technical knowledge in server technologies and working to develop that of others in the team and department

- Provide flexible working hours / overtime / on-call as required
- Any other duties commensurate with the role and grade as may reasonably be required by line management.

3. Special conditions/Points to note

- a) The purpose of this job description is to indicate the general level of the duties and responsibility of the role, the duties may from time to time vary without changing the general character of the role or the levels of responsibilities.
- b) Whilst the role is normally based at the aforementioned location, you may be required to work at other establishments across both Norfolk and Suffolk Constabularies as may be reasonably required. Police Staff Conditions of Service will be adhered to in such instances.
- c) All duties must be carried out in accordance with relevant Health and Safety legislation and good practice. A 'No Smoking in the Work Place' policy applies
- d) All duties must be carried out in a manner that supports the Constabulary's commitment to equality and inclusion.

PERSON SPECIFICATION

Post: Server Engineer

District/Department: Joint ICT

Location: OCC Wymondham

Essential Criteria

1. BTEC/HNC in an IT/Computing discipline or equivalent experience
2. Proven experience of working in a large Microsoft Server/Technology environment (Windows Server 2008R2 onwards with Active Directory)
3. Demonstrate experience of server virtualisation technologies (VMware, Hyper-V, Citrix).
4. Demonstrate experience of working with Microsoft Server Applications (Microsoft Exchange, IIS)
5. Proven experience of providing third line customer support and solving complex technical problems.
6. Proven ability to work as part of a team and to work under own initiative as required
7. Proven ability to deliver complex technical solutions to high priority problems on time and within budget
8. To provide flexible working hours / overtime / on call as required.
9. Full UK driving licence, owing to the need to drive police vehicles carrying heavy equipment, occasionally out of hours.

Desirable Criteria

1. Recent industry standard technical qualification such as MCSE/MCITP
2. Experience of working with products from the Systems Centre Suite, storage area networks (SAN's) and high availability based technologies (e.g. Clustering, DFS-R, Exchange DAG's, Load Balancing)

Validated: A Mills 10.11.15