South Yorkshire POLICE

IS Engineer (Desktop)

District/Department	Information Services	Rank/Grade	Band D

Role purpose:	To post holder will work as part of a team to analyse, plan and manage the implementation of Information Technology aspects across South Yorkshire and Humberside Police in line with IS strategies and business requirements.

Summary of Main Duties:

To be actively involved in the planning, implementation, delivery and maintenance of all client based equipment across both forces.

Installs and implements new hardware and software in line with the Desktop Strategy.

Provides second line support to South Yorkshire and Humberside user communities ensuring all SLA's are adhered to whilst maintaining a customer focused approach to IT Service Management problems, issues and requests.

Liaise with IS technical staff and projects and provide advice and assistance without the sphere of expertise.

Competencies/behaviours

*Please access the College of Policing website and refer to the **Competency and Values** for a definition of the values and essential behaviours for each required competency level.*

Competency https://profdev.college.police.uk/competency-values/	CVF Level **Level 1 – Practitioner** **Level 2 – Supervisor/Middle Manager** **Level 3 – Senior Manager/Executive**
We are emotionally aware	1
We take ownership	1
We are collaborative	1
We deliver, support and inspire	1
We analyse critically	1
We are innovative and open-minded	1

Core values for ALL employees:

Integrity Impartiality	Public Service Transparency

Experience, Education and Skills: *Ideally between 4 and 6 of each*
Essential Criteria (used for short-listing):

Knowledge and experience of enterprise IT systems.

Proven previous experience of working in an IT Support environment.
Current UK Driving Licence.

Desirable:
ITIL Foundation.
Knowledge and experience of project planning and methodologies.
Knowledge and experience of IS strategy and planning.