



## Professional Role Profile

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**Role:** Systems Administrator  
**Department:** Royal Gibraltar Police  
**Responsible to:** Superintendent Professionalism

### JOB PROFILE

To provide professional systems administration support within the Royal Gibraltar Police by maintaining, supporting and improving ICT systems, infrastructure, services and applications, to ensure secure, reliable and effective technology that meets operational and business needs.

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#### Key Accountabilities - (This section details the key responsibilities required of the role)

- Administer, monitor and support ICT systems, services, applications and infrastructure used across the Royal Gibraltar Police.
- Assist with the configuration, implementation, maintenance and upgrade of systems, networks, devices and associated services throughout their lifecycle.
- Provide technical support and systems administration to officers and police staff, resolving incidents, service requests and technical issues in a timely and professional manner.
- Monitor performance, reliability, capacity and security of assigned systems and escalate or address issues as appropriate.
- Undertake user, system and permissions administration in accordance with security policies, access controls and information assurance requirements.
- Support system changes, testing, rollouts and deployments, ensuring that implementation is properly planned, documented and communicated.
- Work with business users and technical colleagues to understand requirements, identify system issues and support practical, supportable solutions.
- Assist with software and hardware evaluation, configuration, troubleshooting and integration to meet operational needs and value for money considerations.
- Maintain accurate technical documentation, asset records, procedures, configuration notes and support materials.
- Liaise with third-party suppliers, service providers and internal stakeholders to support the delivery, maintenance and improvement of ICT services.
- Contribute to service continuity, resilience, backup, recovery and change control arrangements in line with force and departmental procedures.
- Promote good practice in ICT security, data protection, system usage and compliance with relevant policy and legislation.
- Support projects and improvement activity by providing technical input, testing support, implementation assistance and user guidance as required.
- Keep up to date with relevant technologies, standards and good practice in systems administration and ICT service delivery.
- Undertake any other duties commensurate with the grade of the post as may reasonably be required.



All RGP staff are expected to understand and act within Our Code of Ethics and Competency and Values Framework (CVF).



## COMPETENCY AND VALUES FRAMEWORK (CVF)



The CVF aims to support all policing professionals and sets out recognised behaviours and values which provide a consistent foundation for a range of processes. This framework ensures that there are clear expectations of everyone working in policing which in turn will lead to standards being raised for the benefit and safety of the public.

The CVF has six competencies that are clustered into three groups. Under each competency are three levels that show what behaviours will look like in practice. The table below highlights the levels for this role.

[Click here to access the Competency and Values Framework \(CVF\) document.](#)

|   |   |
|---|---|
| <b>Resolute, compassionate and committed</b>        |   |
| <b>We are emotionally aware</b><br>Level 1          | <b>We take ownership</b><br>Level 1                 |
| <b>Inclusive, enabling and visionary leadership</b> |   |
| <b>We are collaborative</b><br>Level 1              | <b>We deliver, support and inspire</b><br>Level 1   |
| <b>Intelligent, creative and informed policing</b>  |   |
| <b>We analyse critically</b><br>Level 1             | <b>We are innovative and open-minded</b><br>Level 1 |



## Qualifications, Experience and Skills

| <b>PERSON SPECIFICATION – SYSTEMS ADMINISTRATOR</b> |  |  |
|---|--|--|
| <b>CRITERIA</b>                                     | <b>ESSENTIAL</b>   | <b>DESIRABLE</b>   |
| <b>Qualifications:</b>                              | <ul style="list-style-type: none"> <li>• 5 GCSE (including English &amp; Math) and a minimum of 2 A Levels or equivalent.</li> <li>• Relevant degree, training or equivalent practical experience in ICT, systems administration, infrastructure support, networking or a related discipline.</li> </ul>   | <ul style="list-style-type: none"> <li>• ITIL Foundation, Microsoft, networking, security or other relevant technical certification.</li> <li>• Willingness and ability to undertake role-specific technical training.</li> </ul>                          |
| <b>Experience:</b>                                  | <ul style="list-style-type: none"> <li>• Experience of supporting and administering ICT systems, services, applications or infrastructure in a user-focused environment.</li> <li>• Experience of troubleshooting technical issues and providing effective support to end users.</li> <li>• Experience of maintaining technical documentation, records and configuration information.</li> <li>• Experience of working with suppliers, service providers or third-party support arrangements.</li> </ul>   | <ul style="list-style-type: none"> <li>• Experience within policing, emergency services, government or another security-conscious environment.</li> <li>• Experience of supporting system change, implementation or technical project activity.</li> </ul> |
| <b>Knowledge:</b>                                   | <ul style="list-style-type: none"> <li>• Broad understanding of ICT systems administration, infrastructure, applications, security and support processes.</li> <li>• Awareness of data protection, information security and legal considerations relevant to ICT.</li> <li>• Understanding of change control, testing, release and service continuity principles.</li> <li>• Good knowledge of Microsoft Office and day-to-day digital workplace systems.</li> </ul>   | <ul style="list-style-type: none"> <li>• Knowledge of ITIL, project methodologies or policing-specific ICT systems and environments.</li> </ul>  |
| <b>Key Skills and Behaviours:</b>                   | <ul style="list-style-type: none"> <li>• Strong technical problem-solving skills and a methodical approach to diagnosing issues.</li> <li>• Able to communicate technical matters clearly to non-specialists.</li> <li>• Able to work accurately, document work properly and follow agreed procedures.</li> <li>• Able to manage workload, prioritise effectively and respond flexibly to changing operational demands.</li> <li>• Able to work collaboratively with users, colleagues and suppliers.</li> <li>• Able to maintain confidentiality and apply sound judgement when dealing with systems and access.</li> </ul> | <ul style="list-style-type: none"> <li>• Ability to communicate effectively in Spanish.</li> <li>• Experience of scripting, automation or reporting tools.</li> </ul>  |
| <b>Other requirements:</b>                          | <ul style="list-style-type: none"> <li>• Able to participate in out-of-hours support, upgrades or maintenance activity where required by the service.</li> </ul>   | <ul style="list-style-type: none"> <li>•</li> </ul>  |



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|  | <ul style="list-style-type: none"><li>• Able to maintain the required vetting level for access to police systems and infrastructure.</li></ul> |  |
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**Required Vetting Level:**

**Management Vetting (MV)**

All personnel with long-term, frequent and uncontrolled access to 'Secret' (and occasional access to 'Top Secret') assets or information should hold MV. MV is also a requirement for roles with duties, responsibilities or access that could present an increased risk to the RGP, as designated by Head of Professional Standards / Information Governance Manager. MV is also a pre-requisite for a NSV Security Clearance (SC).

**Valid for 7 years.**