



# Role Profile

<b>Role Title</b>	TPB3 Technical Installer - TSC
<b>Business group and team</b>	Engineering & Operations, Technical Services Centre
<b>Job Purpose Overview</b>	<p>A member of an overseas installation section installing technical equipment in mission's overseas including security (CCTV/ACS/IDS/IAPA), IT (structured cabling/hardware) or communications (radio/satellite). Supporting Senior Installers with both small single-system installations and complex, multi-system installations.</p> <p>This role requires travel and the officer may be required to undertake short trips (between 1 and 8 weeks on average, depending on system being installed) overseas approximately for up to 22 weeks per year.</p> <p>There is also a requirement to carry out installation work within the UK when required, as well as supporting preparation for upcoming trips, maintaining the working environment such as workshops/stores, as well as potentially the opportunity to work alongside the Professional Services Centre (PSC) and Innovation and Development (I&amp;D) on research and development projects.</p> <p>Developed Vetting is required for this role.</p>
<b>Organisational position</b>	<p><i>Insert organisational chart or give brief description of where the role sits in the organisation. (To comply with our security rules, only provide the name of the job).</i></p> <p>The role will be in the TSC, within one of the Technical installers &amp; Team leader's teams.</p> <p>The role will report to one of the PDRMs in the Management Team</p>

<b>Date Updated</b>	19/7/21		<b>Updated By</b>	J Toms	
<b>Current / Applied Grade</b>	TPB3	<b>Job evaluation date</b>	11/7/2019	<b>Confirmed grade</b>	TPB3
<b>Level of Security Clearance</b>	SC DV		DV		
<b>JOB SPONSIBILITIES</b>					

*Main responsibilities, focusing on the required outputs:*

- Proactive member of an installation team installing/maintaining technical systems in missions overseas
- To work in partnership with customers and service providers to deliver services to meet our customer's needs, to a high standard, on time and within budget.
- Allocate and record expenditure against correct project and expenditure codes.
- Complete all financial tasks to set deadlines including the submission of iTime & Expenses in line with FCDO Services policies and procedures
- Know how the role contributes to the overall achievement of FCDO Services' Business Plan.
- Liaison with the Team Leader, Design Engineer, Project Manager and/or Project Engineer to ensure that the installation is delivered to specification, time and cost.
- Provision of advice and technical support to both internal and external customers as required
- System training for end-user representatives if required
- On occasions and when required lead or undertake a single man trip overseas.
- Produce report of installed system within defined timeline if required.
- Assist with the preparation of equipment in the UK for planned installation trips
- Work to safe systems of work, ensuring work is undertaken to comply with health and safety policies and procedures, including the reporting and recording of accidents/incidents.
- Provide feedback on team members & team leaders and submit to the PDRM's (personnel development and resourcing manager) within stipulated timescales.
- Liaise with the PDRM to identify spare capacity that can be utilised on other duties.
- Adhere to FCDO Services corporate processes to ensure consistency.
- Adherence to H&S requirements across all project work and day to day activities.
- Maintain own professional development and expertise of the latest technologies and best practice to support and grow the business.
- Developing technical skills outside own area of expertise that would benefit FCDO Services.
- TSC training matrix kept updated to show existing qualifications and expiry dates.
- Mentor and buddy apprentices & new staff.
- Undertake skills sharing sessions with other skills sets within TSC and FCDO Services
- Actively participate in the Task Assessment and appraisal process through giving and receiving feedback.

## KNOWLEDGE AND KEY SKILLS

### *Essential:*

- NVQ, City & Guilds, BTEC, ONE (or significant equivalent experience) in electronics and/or Telecommunications and/ or IT or related subject.
- Proven experience & practical application of academic knowledge.
- Knowledge and experience of one or more relative skill set - security (CCTV/ACS/IDS/IAPA), IT (structured cabling/hardware), PCO or Telecommunications or Radio/satellite skills
- Experience in Cable installation to a quality standard (Cat5, Cat6, Fibre, Cold Cure, Hot Melt, Fusion Splicing)
- Experience in installation of containment (Conduit, Trunking, Basket)
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### *Desirable:*

- Demonstrable interest in a wide range of practical technical skills i.e. electronics, IT, mechanics, construction
- ECS Card holder
- Experience of working in missions overseas
- Experience of working for HMG

## CORE BEHAVIOURS

### *Top three for job:*

- 1. Making Effective Decisions
- 2. Working Together
- 3. Managing a Quality Service

## CRITICAL SUCCESS FACTORS

### *Success measured and evidenced by:*

- Operational work (installations, maintenance etc) carried out to a professional standard and meeting customers' requirements
- FCDO Services internal procedures followed (i.e. H&S, PRISM, timecards)
- Able to deliver results by managing their time effectively.
- Responding flexibly to changing priorities and meeting objectives.
- Professionalism of work as judged by internal management.
- Carry out risk analysis and comply with Health and Safety requirements.
- Technical and other certificates up to date and appropriate for role.
- Responding flexibly to changing priorities and meeting objectives.

<b>Budget Responsibility?</b>	<b>If YES, how much:</b>	<b>If NO can they authorise payments?</b>
Y / N	£ per annum	Y / N
<b>Reports to: (Role Title and Grade)</b>	C4 or C5 PDRM	
<b>Direct Reports: (Number and grades of staff)</b>	None	