

## Job Description

### A Post Details:

<b>Job Title:</b> Communications Support Specialist	<b>Grade:</b> B003
<b>Department:</b> Technology	<b>Division:</b> A
<b>Reports to:</b> Operational Communications Team Leader	<b>Contract Type:</b> Permanent
<b>Level of Vetting:</b> Management Vetting	<b>Numbers in Post:</b> 2
<b>Welsh language required:</b> No	

### B Purpose of the Post:

Technical expert responsible for the provision of operational business critical systems including Airwave, ICCS and other control room systems. Provide expert guidance on the use of BTP Comms systems for pre-planned, spontaneous events and incidents.

Key point of contact between BTP and Emergency services, Home Office and other Government Agencies. Represent the Force nationally and ensuring BTP is fully engaged across the emergency service environment Work closely with external partners and suppliers with Management of the radio fleet ensuring BTP are fully compliant with security requirements.

The role is responsible for the technical support of the Airwave radio service delivered to Force Control Rooms in London and Birmingham and the Silver Suite. This includes 5,000 Airwave hand portable radios, 500 Vehicle and fixed Airwave radios and 110 DSx000 ICCS work stations.

### C Dimensions of the Post:

#### Financial – Direct or Non-Direct

Direct: None

Indirect: Responsibility for providing best value advice and guidance on the allocation of Airwave capital expenditure to the value of £350k per annum specifying and ordering accessories up to the value of £5k.

#### Staff Responsibilities – Direct or Non-Direct

Direct: None

Indirect: None

#### Any Other Statistical Data

### D Principal Accountabilities:

#### Skills Framework for the Information Age v8

Required level priority:  Normal  High

Strategy and architecture

Advice and guidance	0	1	2	3	4	5	6	7
Specialist advice								
Development and implementation								
Systems development	0	1	2	3	4	5	6	7
Systems integration and build								
Delivery and operation								
Service management	0	1	2	3	4	5	6	7
Incident management								

## Strategy and architecture

### Advice and guidance

#### Specialist advice - 5: Ensure, advise

- Provides definitive and expert advice in their specialist area.
- Actively maintains recognised expert level knowledge in one or more identifiable specialisms.
- Oversees the provision of specialist advice by others.
- Consolidates expertise from multiple sources, including third-party experts, to provide coherent advice to further organisational objectives.
- Supports and promotes the development and sharing of specialist knowledge within the organisation.

## Development and implementation

### Systems development

#### Systems integration and build - 4: Enable

- Provides technical expertise to enable the configuration of system components and equipment for systems testing.
- Collaborates with technical teams to develop and agree system integration plans and report on progress.
- Defines complex/new integration builds.
- Ensures that integration test environments are correctly configured.
- Designs, performs and reports results of tests of the integration build.
- Identifies and documents system integration components for recording in the configuration management system.
- Recommends and implements improvements to processes and tools.

## Delivery and operation

### Service management

#### Incident management - 4: Enable

- Ensures that incidents are handled according to agreed procedures.
- Prioritises and diagnoses incidents.
- Investigates causes of incidents and seeks resolution.
- Escalates unresolved incidents.

- Facilitates recovery, following resolution of incidents.
- Documents and closes resolved incidents.
- Contributes to testing and improving incident management procedures.

## E Decision Making:

Level 4 - By making decisions which influence the success of projects and team objectives, this level of decision making will pro-actively support delivery of projects/workstreams and subsequently have an impact on achieving organisational objectives.

## F Contact with Others:

### Internal

Internal: Contact with all customers and colleagues.

### External

External: Contact with 3rd party suppliers, 3rd party engineers and counterparts in Home Office Forces.

## G Essential Criteria:

### Qualifications and Training:

- Accredited to ITIL Foundation Level or higher
- Educated to degree level in a specific IT or engineering discipline or equivalent experience
- ICCS Administration certified

### Experience:

- Extensive experience delivering and supporting call handling and dispatch solutions in a safety critical environment.
- Good experience of working closely with suppliers to provide specialist technical support to users and stakeholders over multiple sites.
- Good experience of incident resolution, requests, changes and problem solving are delivered to agreed SLAs.
- Good experience of developing and delivering end user training and guidance relating to portfolio responsibilities.

## Business and Technical Skills:

### BTP Skills Framework

#### Business

##### Communication - Expert: Extensive experience and diverse application

- Inspires trust and openness by being reliable, discreet and respecting confidentiality.
- Adapts influencing tactics to the motives and style of others (e.g. logical appeal, emotional appeal, etc.).
- Identifies and directs gathering the most critical information to inform development of opinions and insights.
- Delivers written and oral communications that engages audience participants and has impact.
- Analyses others' perspectives and needs and develops influence strategies and

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communications that create mutual benefits.

- Presents complex and difficult messages skilfully, using a variety of media and methods.
- Advises on team members' writing and speaking skills.

## **Influencing Others - Expert: Extensive experience and diverse application**

- Evaluates and focuses on business opportunities likely to be of considerable strategic or long-term value.
- Adapts communication messages, methods and influence strategies to the person or audience.
- Adapts influencing tactics to the motives and style of others (logical appeal, emotional appeal, etc.).
- Utilises positive or negative influence strategies appropriately to garner support for key initiatives.
- Expands reach of influence by motivating others to focus on shared goals and a common purpose.
- Uses knowledge of personalities and team dynamics to effectively solve problems and facilitate decision making.

## **Problem Solving - Expert: Extensive experience and diverse application**

- Advises on root cause analysis principles to resolve key problems.
- Coaches team members in problem solving methods and practices.
- Transforms problems into opportunities for organisational learning.
- Establishes and leads teams to solve complex problems.
- Collaborates across groups to maximise effectiveness of problem solving approaches.

## **Technical Specialisms**

### **IT Operations**

#### **Asset Management Tools - Working: Hands-on experience and application.**

- Maintains and improves knowledge of asset management tools.
- Identifies and uses main functions and features of asset management tools.
- Tracks the lifecycle of IT assets and maintains an accurate inventory of IT assets.
- Carries out tasks to ensure IT assets are maintained, repaired and updated as needed.
- Reviews installation and maintenance requirements for asset management tools.

### **Telecoms, Radio and Mobile Systems**

#### **Airwave Communications - Working: Hands-on experience and application.**

- Explains the devices and equipment connecting to and supporting the airwave communication network.
- Installs and configures Terrestrial Trunked Radio (TETRA) Network infrastructure.
- Tests and maintains airwave communications network, to ensure it is functioning properly and meeting performance standards.
- Discusses digital communications systems and protocols which allow for communication between control rooms and remote personnel.
- Upgrades and updates airwave communications networks.

#### **Emergency Services Communications Devices - Working: Hands-on experience and application.**

- Explains the devices and equipment connecting to and supporting emergency service team communication.

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- Installs and configures devices for emergency services communications.
- Tests, maintains, troubleshoots and repairs simple device issues and recommends actions for prevention.
- Discusses the communications protocols which allow for connectivity between different systems and agencies.
- Upgrades and updates devices and equipment.

## **Integrated Communication Control System (ICCS) - Working: Hands-on experience and application.**

- Explains the hardware and software components and architecture which make up the technology behind the ICCS.
- Installs and configures hardware and software components of the ICCS, including servers, network interfaces and user interfaces.
- Supports and maintains infrastructure, voice and data networks and call management components with guidance.
- Discusses communications systems and protocols which allow for communication between control rooms and remote personnel.
- Tests and evaluates the system performance in normal operations and stress conditions.

## **Voice Recording Systems - Working: Hands-on experience and application.**

- Maintains and continuously improves knowledge of voice recording systems.
- Works with hardware such as recorders and input devices. Works with software applications to store, retrieve and search recorded audio.
- Monitors systems performance, troubleshoots and resolves common problems.
- Follows processes to ensure the recorded audio data is correctly stored, backed up and archived.
- Reviews performance optimisation settings to highlight any issues or bottlenecks.

### **Knowledge:**

- Working knowledge of RF theory and TETRA Networks.
- Specific understanding of the management i the Airwave Network. Ability to work with different data sources to draw conclusions.
- Strong understanding of asset management.
- Understanding of building radio configuration and testing.

### **Desirable Criteria:**

### **H Additional Information:**

Post is subject to an on-call rota on-call rota to provide out-of-hours triage.

### **For Panel to complete only:**

**Line Manager Approval:** James Morley

**Panel Approval:** BTP Reward Team

**Date:** 2024-01-17

Email the Job Evaluation submission form together with supporting documentation (organisational charts, job descriptions) to People & Culture Policy & Reward inbox.

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**PolicyandReward@btp.police.uk**

You will be advised of a panel date following receipt of the submission.