Job Description

A Post Details:

Job Title: Operational Systems Officer	**Grade:** A006
Department: Technology	**Division:** A
Reports to: Operational Systems Specialist	**Contract Type:** Permanent
Level of Vetting: Management Vetting	**Numbers in Post:** 8
Welsh language required: No	

B Purpose of the Post:

To investigate, analyse and resolve system related calls to ensure that the Core Operational Policing Systems and mobile solution run efficiently and effectively. Where required provide detailed technical reports to suppliers to allow investigation and fixes to faults within the systems.

Provide specialist advice and guidance regarding the functionality and capability of Core Operational Systems to system users at all levels.

To configure the systems as required by the Operational Systems Specialist to deliver requests for change, organise and run testing of change, manage user acceptance testing and produce guidance documents prior to promotion to live environments.

Configure and test system upgrades and patches, produce guidance documents and facilitate user acceptance testing. Produce technical reports of faults identified and log tickets with suppliers for resolution and test fixes supplied. Manage through live upgrades and provide a support desk function for users following upgrades.

C Dimensions of the Post:

Financial – Direct or Non-Direct

None

Staff Responsibilities – Direct or Non-Direct

None

Any Other Statistical Data

D Principal Accountabilities:

Skills Framework for the Information Age v8

Required level priority: ☐ Normal ☐ High

Change and transformation								
Change analysis	0	1	2	3	4	5	6	7

	0	1	2	3	4	5	6	7
Acceptance testing			☐					
Development and implementation								
Systems development	0	1	2	3	4	5	6	7
Testing			☐					
User experience	0	1	2	3	4	5	6	7
User experience evaluation			☐					
Delivery and operation								
Service management	0	1	2	3	4	5	6	7
Change control				☐				
People and skills								
Skills management	0	1	2	3	4	5	6	7
Learning delivery			☐					
Relationships and engagement								
Stakeholder management	0	1	2	3	4	5	6	7
Customer service support				☐				

Change and transformation

Change analysis

Acceptance testing - 2: Assist
- Assists in planning, preparing and executing acceptance tests for systems, products, business processes or services.
- Assists in collecting feedback from acceptance testing.

Development and implementation

Systems development

Testing - 2: Assist
- Designs test cases, creates test scripts and test data, and automates repeatable tasks working to the requirements or specifications provided.
- Defines test conditions for given requirements.
- Executes and records manual and automated testing in accordance with test plans.
- Analyses and reports on test activities, results, issues and risks.

User experience

User experience evaluation - 2: Assist
- Assists in preparing and operating the environment, facilities and tools needed to evaluate systems, products, services or devices.
- Assists in the collection of feedback on prototypes and designs from users and others.

Delivery and operation

Service management

Change control - 3: Apply
- Develops, documents and implements changes based on requests for change.
- Applies change control procedures.
- Applies tools, techniques and processes to manage and report on change requests.

People and skills

Skills management

Learning delivery - 2: Assist
- Performs a range of learning activities under direction to support the delivery of learning objectives.
- Assists in the preparation of learning environments.
- Observes learners performing practical activities and work, providing assistance within routine enquiries and escalating where needed.

Relationships and engagement

Stakeholder management

Customer service support - 3: Apply
- Acts as the routine contact point, receiving and handling requests for support.
- Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution.
- Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate.
- Assists with the development of standards, and applies these to track, monitor, report, resolve or escalate issues.
- Contributes to creation of support documentation.

E Decision Making:

Level 2 - Decision making responsibilities have an extremely limited impact on successful delivery of wider organisational objectives.

F Contact with Others:

Internal

All officers and staff using operational systems and departmental leads from specific business areas.

External

Suppliers of Operational Systems to resolve issues. Contact with external user groups.

All Forces within England, Wales and Scotland.

G Essential Criteria:

Qualifications and Training:

- A good standard of general education
- Accredited to ITIL Foundation Level or higher

Experience:

- Experience of working with IT systems and processes.
- Experience of systems administration.
- Experience of system upgrades, testing new versions and user acceptance testing.
- Experience of documenting issues for system suppliers to analyse and resolve issues.
- Experience of multi system integration.
- Experience of managing internal and external stakeholders at a practitioner level.
- Experience of managing and prioritising competing demands and shifting priorities.
- Experience of working within a service delivery environment.

Business and Technical Skills:

BTP Skills Framework

Business

Communication - Working: Hands-on experience and application
- Demonstrates active listening skills by acknowledging audience's comments and questions.
- Reinforces important messages by responding, clarifying, reinforcing and summarising conversations.
- Consistently encourages others to ask critical questions and share their ideas and concerns.
- Conducts discussions that are sincere and fully expressed.
- Adapts communication messages, methods and influence strategies to the person or audience.
- Supports written ideas with graphics, tables, models and matrices, where appropriate to improve impact.
- Reviews others' communications for substance, editorial quality and visual quality.

Influencing Others - Foundational: Basic knowledge and understanding
- Identifies important sources of information and social power bases in immediate business environment.
- Delivers facts, opinions and analyses in simple, logical manner.
- Provides clear rationale/explanations for suggested actions.
- Studies the motives of others and uses this information to persuade them to action.
- Collaborates loyally with teams and contributes to the shared goals of the group.
- Asserts own opinion or position with confidence when the situation requires it.

Problem Solving - Working: Hands-on experience and application
- Applies the concept of task analysis to break down a problem into its constituent parts.
- Selects standard procedures and best practice for problem analysis and resolution.
- Engages the team's collective expertise to develop scenarios for resolving problems.
- Escalates systemic problems that affect multiple organisational units.
- Adapts solutions to the nature and urgency of the problem and to the resources at hand.

Technical Specialisms

Not applicable.

Knowledge:

- Knowledge of formal testing methodologies for the delivery of systems upgrades.
- Knowledge of problem solving techniques.
- Knowledge of report writing to articulate issues to suppliers and internal stakeholders.
- Knowledge of Data Protection Act principles.

Desirable Criteria:

- Knowledge of policing and policing processes / terminology.
- Knowledge of the crime, specialist operations and territorial policing working environment.
- Knowledge of operational policing technology platforms.
- Knowledge of relevant policing legislation (e.g. Management of Policing Information Codes of Practice).

H Additional Information:

- Customer base support is required nationally, and some areas may require different support to other areas and travel will be required at times throughout England, Wales and Scotland.
- Project work is required and may result in occasional working outside normal hours.
- Travel to supplier sites for workshops and testing may also be required.
- May be required to work hours between 7am and 7pm to ensure business support coverage so some flexibility is required.
- May be required to work out of hours to support system upgrades.

For Panel to complete only:
Line Manager Approval: Caroline Sparks
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.
PolicyandReward@btp.police.uk

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