Job Description

A Post Details:

Job Title: Digital Workplace Engineer	**Grade:** B001
Department: Technology	**Division:** A
Reports to: Digital Workplace Manager	**Contract Type:** Permanent
Level of Vetting: Security Check	**Numbers in Post:** 7
Welsh language required: No	

B Purpose of the Post:

Digital Workplace provides advisory consultancy to the organisation that aligns with enterprise and solution architecture principles and enables technology solutions with the objectives of enabling productivity, collaboration, communication, connectivity, mobility and automation. As a forward-facing, development-focused team, Digital Workplace designs and delivers technologies and technical solutions which are then transitioned over to support/service management teams. Digital Workplace consists of three teams, End User Computing, Digital Productivity Platforms and Digital Productivity Solutions.

The Digital Workplace Engineer plays a key role in delivering solutions within Digital Workplace as well as delivering third line support, acting as a technical escalation point for second line engineers. The role supports and delivers the formal requirements associated with End User Computing and Microsoft 365 service architecture, service design, service management and configuration management responsibilities. Resilience of our End User Computing estate and our Microsoft 365 tenant and services is critical to operational efficiency and underpins core technology services for BTP. This role will be responsible for the administration and maintenance activities required to manage and configure our End User Computing service, our Microsoft 365 platform (tenant) and services and all Digital Workplace solutions and services, alongside some development activities.

The role will act as an engineering resource, providing technical advice within current and previously acquired technical specialisms to support teams within the department and the business. This role will contribute towards the development and implementation of Digital Workplace solutions and serve as a Digital Workplace resource for other departmental and organisational projects. The role is responsible for ensuring any third-line tickets raised to Digital Workplace are kept to a minimum, responded to and resolved within SLA. The role supports BTP business objectives and policing strategy through the delivery and development of End User Computing technology and Microsoft365 platforms, solutions and services. This role also holds responsibility for testing as required.

This is a hands-on technical role, acting as the first point of call for Digital Workplace Team enquiries and actively delivering the rollout of new digital technologies as instructed. This role is responsible for offering specialist third line expertise and implementing digital solutions to overcome complex issues and meet business requirements. The role is responsible for third line escalations and the technical coaching and mentoring of first and second line engineers, as well as supporting the documentation of new processes and enhancements of existing services.

C Dimensions of the Post:

Financial – Direct or Non-Direct

Direct:

- None

Non-Direct:

- Responsible for contributing advice and recommendations to support the selection and procurement

services and products.
- Responsibility for contributing towards asset management and licences, vendor and supplier management for delegated services.

Staff Responsibilities – Direct or Non-Direct

Direct:

- None

Non-Direct:

- Technical mentoring of first and second line Engineers and providing cover when required for Digital Workplace Senior Engineers.
- Supervising the work of 3rd party specialists assigned to particular support contracts or projects.

Any Other Statistical Data

D Principal Accountabilities:

Skills Framework for the Information Age v8

Required level priority: ☐ Normal ☐ High

Strategy and architecture								
Strategy and planning	0	1	2	3	4	5	6	7
Emerging technology monitoring					☐			
Security and privacy	0	1	2	3	4	5	6	7
Information security				☐				
Advice and guidance	0	1	2	3	4	5	6	7
Consultancy					☐			
Specialist advice					☐			
Delivery and operation								
Technology management	0	1	2	3	4	5	6	7
Configuration management					☐			
Service management	0	1	2	3	4	5	6	7
Problem management					☐			

Strategy and architecture

Strategy and planning

Emerging technology monitoring - 4: Enable

- Supports monitoring of the external environment and assessment of emerging technologies.
- Contributes to the creation of reports, technology roadmapping and the sharing of knowledge and insights.

Security and privacy

Information security - 3: Apply

- Applies and maintains specific security controls as required by organisational policy and local risk assessments.
- Communicates security risks and issues to business managers and others.
- Performs basic risk assessments for small information systems.
- Contributes to the identification of risks that arise from potential technical solution architectures.
- Suggests alternate solutions or countermeasures to mitigate risks.
- Defines secure systems configurations in compliance with intended architectures.
- Supports investigation of suspected attacks and security breaches.

Advice and guidance

Consultancy - 4: Enable

- Takes responsibility for elements of a larger consulting engagement.
- Collaborates with clients as part of formal or informal consultancy engagements.
- Understands client requirements by collecting data and delivering analysis.
- Works collaboratively to develop and implement solutions.
- Seeks to address client needs within the defined scope of responsibility.
- Ensures that proposed solutions are properly understood and appropriately exploited.

Specialist advice - 4: Enable

- Provides detailed and specific advice regarding the application of their specialism to the organisation's planning and operations.
- Actively maintains knowledge in one or more identifiable specialisms.
- Recognises and identifies the boundaries of their own specialist knowledge.
- Where appropriate, collaborates with other specialists to ensure advice given is appropriate to the organisation's needs.

Delivery and operation

Technology management

Configuration management - 4: Enable

- Proposes and agrees the configuration items (CIs) to be uniquely identified with naming conventions.
- Puts in place operational processes for secure configuration, classification and management of CIs, and for verifying and auditing configuration records.
- Develops, configures and maintains tools (including automation) to identify, track, log and maintain accurate, complete and current information.
- Reports on the status of configuration management.
- Identifies problems and issues and recommend corrective actions.

Service management

Problem management - 4: Enable

- Initiates and monitors actions to investigate and resolve problems in systems, processes and services.

- Determines problem fixes and remedies.
- Collaborates with others to implemented agreed remedies and preventative measures.
- Supports analysis of patterns and trends to improve problem management processes.

E Decision Making:

Level 3 - Decision making responsibilities are strongly focused on ensuring only issues within allocated assignments are resolved and subsequently has a limited impact on successful delivery of wider organisational objectives.

F Contact with Others:

Internal

- Technology / Information Management / Digital Policing / Professional Standards / Cyber Crime Unit. Act as a bridge between technical teams on Digital Workplace matters. Manage stakeholders; raise any gaps in existing/new solutions and contribute towards recommendations of how to be secure by design to minimise business risk.
- Work closely with Technology infrastructure, networking and support teams to ensure robust solutions are effectively implemented and delivered, documented and service transitioned over to support.
- Work closely with Technology infrastructure, networking and support teams to assist and collaborate on third line support issues.

External

- Contact with counterparts within Home Office Forces and rail organisations as well as PDS and support delivery partners to establish peer groups within the community.
- Core IT suppliers (for development, testing and service handover and transition purposes)
- Operational stakeholders and technology vendors
- Other third-party suppliers for the evaluation of new solutions and emerging technologies.
- Liaising with event venue suppliers in preparation for online digital content/media delivery services

G Essential Criteria:

Qualifications and Training:

- Educated to degree level or equivalent experience
- Recognised M365 certifications

Experience:

- Expert technical third line support experience in a large organisation in relation to delivering and supporting Digital Workplace technologies/solutions.
- Extensive experience of troubleshooting and resolving complex third line incidents and problems.
- Extensive experience of ITSM platform development and workflow automation.
- Extensive experience of troubleshooting and solving complex third line technical issues
- Significant experience in Advisory Consultancy, with the ability to provide expert advice on digital workplace technologies and best practices, translating the business requirements into solution designs, adhering to Enterprise and Solution Architecture principles.
- Significant experience of implementing, managing and/or administrating Microsoft 365.
- Significant experience of incident resolution, requests, changes and problem-solving activities delivered

to agreed SLAs.
- Strong experience of upskilling others in the use of digital technologies.
- Strong experience of delivering online and offline digital media and content delivery solutions and services.
- Strong experience of Azure, Microsoft 365 and automation tools and the maintenance of detailed application and tenant knowledge to provide support and configuration, as appropriate.
- Strong experience of implementing, managing and supporting digital workplace solutions in a demanding environment.
- Good experience of User Experience Insight Monitoring tools, their configuration, implementation, administration and business benefits/value realisation.
- Experience of PowerShell scripting: editing and creating PowerShell scripts for the purposes of tasking, automation, system troubleshooting, administration, maintenance and integration.
- Experience/knowledge of emergent AI capabilities within the Digital Workplace remit.
- Experience of working in teams within a complex, challenging environment setting and towards SLA's and business objectives.
- Experience of delivering as part of a high performing teams, undertaking agile working practices, and contributing towards a digital delivery culture.
- Experience of agile methodologies to maintain a strong focus on delivery priorities and swiftly responding to changing requirements.

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 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 - Working: Hands-on experience and application
- Determines groups of social influence and sources of potential leverage within formal and informal networks inside and outside of the organisation.
- Conducts two-way discussions that are sincere, open and interactive.
- Reinforces important messages by responding, clarifying, reinforcing and summarising conversations.
- Produces results through others without excess reliance on authority.
- Uses the process of give-and-take to gain support and build goodwill.
- Delivers a reasoned and logical argument for action which persuades others previously not convinced of a course of action.

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

Not applicable.

Knowledge:

- Significant knowledge of the M365 platform, tenants configuration and associated services, relevant to Digital Workplace.
- Significant knowledge in MS Teams Telephony and Messaging Exchange Online (configuration and filtering)
- Significant knowledge in SharePoint Online and associated services, Power Apps development, Power Automate and the Power platform.
- Significant knowledge in Windows 10 configuration, deployment and modern management
- Significant knowledge in the M365 purview portal, compliance and governance, including advanced email threat protection, data protection and policy management
- Strong knowledge of core digital workplace technologies together with an understanding of the key technology providers
- Strong evidence of maintaining subject matter knowledge and skills development.
- Good knowledge of User Experience Insight Monitoring tools, their configuration, implementation, administration and business benefits/value realisation.
- Good knowledge of developing Digital Workplace solutions in a large Public Sector organisation.
- Good knowledge of industry best-practice frameworks including ITIL, and its implementation inside a similar sized organisation.
- Good knowledge of emerging technologies and their applicability to the force.
- Knowledge of PowerShell scripting: editing and creating PowerShell scripts for the purposes of tasking, automation, system troubleshooting, administration, maintenance and integration.

Desirable Criteria:

- Experience working with run critical national infrastructure either within the Public or Private Sector including 24x7x365 operational SLA's and criticality.
- Experience of developing Digital Workplace solutions in a large geographically dispersed Public Sector organisation

H Additional Information:

- Flexible to travel across the UK as required
- Role may require regular on-site working
- Potential On-Call requirement within the role supporting the function

For Panel to complete only:
Line Manager Approval: Jack Bourne

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.

Panel Approval: BTP Reward Team
Date: 2024-01-17