

Job Description

A Post Details:

Job Title: GIS Technician	Grade: A006
Department: Technology	Division: A
Reports to: Applications Manager	Contract Type: Permanent
Level of Vetting: Security Check	Numbers in Post: 1
Welsh language required: No	

B Purpose of the Post:

The provision of maintenance and first and second line support of our GIS (Geographical Information Mapping System).

Plays a key role in the collection, analysis, and management of geographic data to support various projects and operational initiatives. Responsible for maintaining accurate and up-to-date GIS databases, producing maps and visualizations, and collaborating with multidisciplinary teams to deliver effective solutions.

Collaborate with cross-functional teams, including engineers, planners, and environmental scientists, to provide GIS support for projects. Maintenance takes the form of carrying out monthly/quarterly OS Map updates. Any GIS system upgrades, patches and monitoring performance an capacity.

Support takes the form of working with various teams and departments to ensure that their operational needs for GIS and Location Intelligence are met on a day to day basis.

C Dimensions of the Post:

Financial – Direct or Non-Direct

Direct: None

Indirect: None

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

Development and implementation

Systems development	0	1	2	3	4	5	6	7
Software configuration				☐				

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Content management	0	1	2	3	4	5	6	7
Content publishing				☐				
Delivery and operation								
Technology management	0	1	2	3	4	5	6	7
Application support				☐				
Systems installation and removal				☐				

Development and implementation

Systems development

Software configuration - 3: Apply

- Assists in designing, verifying, documenting, amending and refactoring moderately complex software configurations for deployment.
- Applies agreed standards and tools, to achieve a well-engineered result.
- Collaborates in reviews of work with others as appropriate.

Content management

Content publishing - 3: Apply

- Coordinates content management processes to meet the needs of users.
- Uses content publishing systems to manage published content across different channels.
- Takes into account any legal issues related to publishing.

Delivery and operation

Technology management

Application support - 3: Apply

- Follows agreed procedures to identify and resolve issues with applications.
- Uses application management software and tools to collect agreed performance statistics.
- Carries out agreed applications maintenance tasks.

Systems installation and removal - 3: Apply

- Installs or removes hardware and/or software, using supplied installation instructions and tools, including handover to the client.
- Uses standard procedures and diagnostic tools to test installations, correct problems, and document results.
- Records details of all components that have been installed and removed.
- Assists users and follows agreed procedures for further help or escalation.
- Contributes to the development of installation procedures and standards.

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

- Collaboration at some levels within the Technology and other departments within the organisation
- Staff and Officers at various levels.

External

- External forums and bodies
- Key vendors
- Core IT suppliers (for development, testing and service handover and transition purposes)
- Operational stakeholders and Technology vendors
- Other third party suppliers
- Collaboration with other Home Office Forces

G Essential Criteria:

Qualifications and Training:

- Accredited to ITIL Foundation Level or higher
- Educated to degree level or equivalent experience

Experience:

- Significant experience of operating GIS software and producing cartographic output.
- Significant experience of providing applications support and problem management to end users.
- Experience of technical liaison with 3rd party suppliers
- Some experience of licensing, importing and editing geo data sets from multiple sources. Stay up-to-date with advancements in GIS technology, software, and methodologies.
- Some experience in writing documentation and reports detailing GIS procedures, findings, and outcomes.

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

Telecoms, Radio and Mobile Systems

GIS Systems - Expert: Extensive experience and diverse application

- Consults on and supports the use of advanced functions and features for GIS systems.
- Coaches on application and effective use of GIS systems for transport planning and managing transport networks.
- Leads on tasks to link and analyse data from different sources, creating maps with layers of information.
- Builds maps which provide data to inform planning and transport strategies.
- Plays an active role in systems planning and strategy for the use of GIS Systems.

Windows Platform

Microsoft Windows Server - Working: Hands-on experience and application.

- Explains the Microsoft Windows Server library of available functions and features.
- Installs, upgrades and patches Microsoft Windows Server systems.
- Troubleshoots and resolves common problems and recommends actions for prevention.
- Debugs and validates Microsoft Windows Server functionality; tests new releases.
- Participates in the development and testing of contingency plans for high-impact and wide-reaching changes.

Microsoft Windows Client - Working: Hands-on experience and application.

- Explains the Microsoft Windows Client library of available functions and features.
- Installs, upgrades and patches Microsoft Windows client systems.
- Troubleshoots and resolves common problems and recommends actions for prevention.
- Debugs and validates Microsoft Windows client functionality; tests new releases.
- Participates in the development and testing of contingency plans for high-impact and wide-reaching changes.

Knowledge:

- Knowledge of GIS software such as ArcGIS, QGIS, or other geospatial tools.
- Knowledge of geospatial data formats (shapefiles, geodatabases, raster formats, etc).
- Knowledge of spatial analysis techniques, including spatial queries, buffers, and overlays.

Desirable Criteria:

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- Experience with programming/scripting languages (Python, SQL).
- Some knowledge of cartographic principles and map design.
- Some knowledge of GPS technology and field data collection tools is advantageous.

H Additional Information:

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.
PolicyandReward@btp.police.uk

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