

## Job Description

### **A Post Details:**

<b>Job Title:</b> Applications Specialist	<b>Grade:</b> B002
<b>Department:</b> Technology	<b>Division:</b> A
<b>Reports to:</b> Applications Manager	<b>Contract Type:</b> Permanent
<b>Level of Vetting:</b> Security Check	<b>Numbers in Post:</b> 3
<b>Welsh language required:</b> No	

### **B Purpose of the Post:**

The provision of second and some third line technical support (incidents and service requests) and maintenance for assigned Business Applications, either directly to users of the systems or to service delivery functions. Incident resolution includes investigation and resolution of issues and may also include proactive performance monitoring.

Support provided will include, advice and/or training to users, making general or site-specific modifications, creating and updating documentation, manipulating data, or defining enhancements. Support will involve close collaboration with the others (e.g. Solution Architects, DBA's (Database Administrators) and/or with colleagues specialising in different portfolios, such as Service Management, Cyber Security, Information Management and Network Support).

To support Business Applications projects (upgrades, decommissioning and/or onboarding of new systems). To provide technical support and maintenance for assigned production business applications.

### **C Dimensions of the Post:**

#### **Financial – Direct or Non-Direct**

Direct: None

Non-direct: None

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

Direct: None.

Non-direct: Responsibility for 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

Change and transformation

Change analysis	0	1	2	3	4	5	6	7
Business situation analysis	New							
Development and implementation								
Systems development	0	1	2	3	4	5	6	7
Software configuration								
Delivery and operation								
Technology management	0	1	2	3	4	5	6	7
Application support								
Service management	0	1	2	3	4	5	6	7
Incident management								
Problem management								
Relationships and engagement								
Stakeholder management	0	1	2	3	4	5	6	7
Customer service support								

## Change and transformation

### Change analysis

#### Business situation analysis - 3: Apply

- Investigates straightforward business situations to identify and analyse problems and opportunities.
- Contributes to the recommendation of improvements.
- Follows agreed standards and techniques to investigate, analyse and document business situations.
- Engages with stakeholders under direction.

## 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.

## Delivery and operation

### Technology management

#### Application support - 4: Enable

- Maintains application support processes, and checks that all requests for support are dealt with

according to agreed procedures.

- Uses application management software and tools to investigate issues, collect performance statistics and create reports.

## Service management

### Incident management - 3: Apply

- Provides first line investigation and gathers information to enable incident resolution and allocate incidents.
- Advises relevant persons of actions taken.

### Problem management - 3: Apply

- Investigates problems in systems, processes and services.
- Assists with the implementation of agreed remedies and preventative measures.

## Relationships and engagement

### Stakeholder management

#### Customer service support - 4: Enable

- Monitors service delivery channels and collects performance data.
- Assists with the specification, development, research and evaluation of service standards.
- Applies these standards to resolve or escalate issues and gives technical briefings to staff members.

## 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 Department.
- Staff and Officers at various levels.

### External

- Key vendors
- Other third party suppliers

## G Essential Criteria:

### Qualifications and Training:

- Accredited to ITIL Foundation Level or higher
- Educated to HND Level or equivalent experience

### Experience:

- Experience in an application analyst role supporting one or more core business applications in a 24x7 environment.

- Experience of application management tools and techniques.
- Experience of liaising and working across multiple technical teams within the support environment.
- Experience in application administration - including technical design and implementation of Operational Technology's Services together with the Architecture function.
- Experience in participating in Incident, Problem and Change Management Boards
- Experience in specific technologies: SCCM, SSO, SSL, IIS, Tomcat Apache GIS, MapInfo and Spectrum Spatial.

## 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 - 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

### Windows Platform

## **Microsoft Windows Server - Expert: Extensive experience and diverse application**

- Consults on and supports the use of Microsoft Windows Server advanced functions and features.
- Plans and coordinates enhancements and additions.
- Provides support for complex or unusual problems, working with provider when necessary.
- Plans, secures and deploys mobile and remote connectivity solutions for the organisation.
- Plays an active role in systems planning and strategy for Microsoft Windows Server.

### **Knowledge:**

- Good knowledge of application interfacing tools and techniques.
- Knowledge of Supplier and Vendor Management
- Knowledge of application interfacing tools and techniques.
- Knowledge of emerging technologies and their applicability to the Force
- Knowledge of Microsoft's product offerings including Server/Cleint, O365, Teams including patching
- Knowledge of latest technology, software development technologies and methodologies.

### **Desirable Criteria:**

- Knowledge of Virtualisation and Storage Solutions (e.g. Azure Virtual Machines, VMWare, Cloud Virtualisation)
- Knowledge of Microsoft SharePoint
- Knowledge of Database technologies (SQL/ORACLE)
- Knowledge of Active Directory
- Knowledge of Cloud Platform (e.g. Microsoft Azure and Cloud Migration)
- Knowledge of market standard processes and tools to support Disaster Recovery
- Knowledge of Project Management (Agile\SCRUM\Prince2)
- Experience of Software Tools (SQL Developer\Monitoring Tools)
- Experience of using Agile methodologies to maintain a strong focus on delivery priorities, holding others to account for delivery, and swiftly responding to changing requirements.

### **H Additional Information:**

The role is subject to on-call participation.

#### **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.