# Job Description

## A Post Details:

| | |
|---|---|
| **Job Title:** Operational Systems Specialist | **Grade:** B001 |
| **Department:** Technology | **Division:** A |
| **Reports to:** Operational Systems Manager | **Contract Type:** Permanent |
| **Level of Vetting:** Management Vetting | **Numbers in Post:** 2 |
| **Welsh language required:** No | |

## B Purpose of the Post:

To support the Operational Systems Manager and have responsibility for management, access to and support of operational systems. Manage the successful operation and continuous improvement of the systems, ensuring user requirements are met and the systems support the objectives of the business.

Manage upgrades of the operational systems ensuring configuration of the systems is completed and tested and guidance materials are produced prior to facilitating full user acceptance testing by business areas. To ensure all integrations between operational systems are tested to ensure business continuity.

To oversee the performance and development of the operational systems officers ensuring that calls for service are handled to established service level agreements. To act as the conduit between operational systems team and suppliers of systems to log calls for service requiring supplier intervention, preparing detailed fault reports and actioning solutions sent by suppliers.

Deputise for the Operational Systems Manager at meetings where appropriate.

## C Dimensions of the Post:

### Financial – Direct or Non-Direct

None

### Staff Responsibilities – Direct or Non-Direct

Direct: Line management of approx 5x Operational Systems Officers (A006).

### 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 | | | | | ☐ | | | |
| 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** |
| Service level management | | | | | | | | |
| Incident management | | | | | | | | |
| Problem management | | | | | | | | |
| **Security services** | **0** | **1** | **2** | **3** | **4** | **5** | **6** | **7** |
| Security operations | | | | | | | | |
| **Relationships and engagement** | | | | | | | | |
| **Stakeholder management** | **0** | **1** | **2** | **3** | **4** | **5** | **6** | **7** |
| Customer service support | | | | | | | | |

# Development and implementation

## Systems development

### Software configuration - 4: Enable

- Designs, verifies, documents, amends and refactors complex software configurations for deployment.
- Contributes to the selection of the software configuration methods, tools and techniques.
- Applies agreed standards and tools, to achieve well-engineered outcomes.
- Participates in reviews of own work and leads reviews of colleagues' work.

# 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

### Service level management - 4: Enable

- Performs defined tasks to monitor service delivery against service level agreements and maintains records of relevant information.
- Analyses service delivery performance to identify actions required to maintain or improve levels of service.
- Initiates and reports on actions to maintain or improve levels of service.

### 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.

**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.

### Security services

**Security operations - 4: Enable**

- Maintains operational security processes and checks that all requests for support are dealt with according to agreed procedures.
- Provides advice on defining access rights and the application and operation of elementary physical, procedural and technical security controls.
- Investigates security breaches in accordance with established procedures and recommends required actions.
- Provides support and checks that corrective actions are implemented.

## 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

Contact with all internal users of operational systems and act as point of contact for other departments such as Learning and Development, Technology, Information Management and PSD.

### External

Represent the Force at meetings with operational systems suppliers, national working groups and other police forces.

Acts as a subject matter expert at external meetings in relation to specific Niche modules.

Acts as a conduit between operational systems team and suppliers to resolve technical issues that cannot be resolved internally.

## 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 planning change delivery and software change management.
- Experience of Service Management, including standards, SLAs and KPIs.
- 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 managing a team, demonstrating performance management and development of a team.

### 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:

- Knowledge of formal testing methodologies for the delivery of systems upgrades.
- Knowledge of problem solving techniques.
- Knowledge of report writing to articulate issues and proposals 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:

The post holder will be required to manage operationally sensitive and confidential information with discretion.
Travel is expected in this role to other BTP locations and external face to face stakeholder meetings as required.

**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.