Job Description

A Post Details:

Job Title: Senior Applications Specialist	**Grade:** B003
Department: Technology	**Division:** A
Reports to: Applications Manager	**Contract Type:** Permanent
Level of Vetting: Security Check	**Numbers in Post:** 2
Welsh language required: No	

B Purpose of the Post:

The provision of second and all third line technical support (incidents & 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 often involves 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 Services).

To act as point of escalation and to provide mentoring and training to the Application Support Analysts.

To act as key Application technical lead on Business Application projects (upgrades, decommissioning and/or onboarding of new systems). To be involved in investigation, analysis, review of documentation, the creation of specifications, requirements definition and acceptance criteria. Directly or indirectly responsible for improving processes and systems, reducing their costs, enhancing their sustainability, and the quantification of potential business benefits.

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. Coaching and mentoring of B002 Application Specialists

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
Problem management						☐		
Relationships and engagement								
Stakeholder management	0	1	2	3	4	5	6	7
Supplier management					☐			
Stakeholder relationship management					☐			
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 - 5: Ensure, advise

- Ensures that all requests for support are dealt with according to set standards and procedures.
- Drafts and maintains procedures and documentation for applications support.
- Manages application enhancements to improve business performance.
- Advises on application security, licensing, upgrades, backups, and disaster recovery needs.

Service management

Problem management - 5: Ensure, advise

- Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services.
- Ensures that such problems are fully documented within the relevant reporting systems.
- Enables development of problem solutions.
- Coordinates the implementation of agreed remedies and preventative measures.
- Analyses patterns and trends and improves problem management processes.

Relationships and engagement

Stakeholder management

Supplier management - 4: Enable

- Collects supplier performance data and investigates problems.
- Monitors and reports on supplier performance, customer satisfaction, adherence to security requirements and market intelligence.
- Validates that suppliers' performance is in accordance with contract terms.
- Engages proactively and collaboratively with suppliers to resolve incidents, problems, or unsatisfactory performance.
- Implements supplier management-related service improvement initiatives and programmes.

Stakeholder relationship management - 4: Enable

- Deals with problems and issues, managing resolutions, corrective actions, lessons learned, and the collection and dissemination of relevant information.
- Implements stakeholder engagement/communications plan.
- Collects and uses feedback from customers and stakeholders to help measure the effectiveness of stakeholder management.
- Helps develop and enhance customer and stakeholder relationships.

Customer service support - 5: Ensure, advise

- Responsible for day-to-day management, resource planning and work allocation to meet agreed service levels.
- Specifies, agrees and applies standards.
- Ensures that service delivery is tracked and monitored, metrics and reports are analysed, and issues are resolved.
- Drafts and maintains policy, standards and procedures for the customer service or service desk functions.
- Ensures that the catalogue of services that can be requested and that are supported is complete and up-to-date.

E Decision Making:

Level 4 - By making decisions which influence the success of projects and team objectives, this level of decision making will pro-actively support delivery of projects/workstreams and subsequently have an impact on achieving organisational objectives.

F Contact with Others:

Internal

- Collaboration at most 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 in a specific IT or engineering discipline or equivalent experience

Experience:

- Extensive experience in an application role supporting one or more core business applications in a 24x7 environment.
- Extensive experience of application management/diagnostic tools and techniques.
- Good 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: such as 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

Not applicable.

Knowledge:

- Good knowledge of application interfacing tools and techniques.
- Good knowledge of Supplier and Vendor Management
- Good knowledge of application interfacing tools and techniques (including platforms and mobile technologies).
- Good knowledge of emerging technologies and their applicability to the Force
- Good knowledge of Microsoft's product offerings including, internet browsing, Server/Client, O365, Teams, including patching
- Knowledge of latest technology, software development technologies and methodologies.
- Knowledge of Database technologies (SQL/ORACLE)
- Knowledge of Active Directory

Desirable Criteria:

- Knowledge of Virtualisation and Storage Solutions (e.g. Azure Virtual Machines, VMWare, Cloud Virtualisation)

- Knowledge of Microsoft SharePoint
- 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.