

Job Description

A Post Details:

Job Title: Telecoms Specialist	Grade: B003
Department: Technology	Division: A
Reports to: Head of Operational Communications	Contract Type: Permanent
Level of Vetting: Security Check	Numbers in Post: 1
Welsh language required: No	

B Purpose of the Post:

To provide technical expertise with regard to the implementation and management of the force's VoIP and legacy voice systems including contact centres and emergency call handling. Work closely with suppliers and partners to ensure solutions are robust and resilient.

Management of change within the fixed voice environment. Manage the force's dial plan. Provide expert support and guidance during special operations and events. Work closely with suppliers and partners to ensure solutions are robust and resilient. Responsible for the installation, support and management of 2,600 Avaya VoIP and Microsoft Teams UC solution covering 5 separate call centres. Also responsible for Featurenet and VoIP call handling on the ICCS.

C Dimensions of the Post:

Financial – Direct or Non-Direct

Direct: None.

Indirect: responsibility for providing best value advice and guidance on the allocation of telecoms capital expenditure to the value of £50k per annum.

Staff Responsibilities – Direct or Non-Direct

Direct: None

Indirect: Responsible for the work of one Telecoms Support Engineer and occasional supervision of 3rd party contractors assigned to support specific projects.

Any Other Statistical Data

D Principal Accountabilities:

Skills Framework for the Information Age v8

Required level priority: ☒ Normal ☐ High

Strategy and architecture

Advice and guidance

0 1 2 3 4 5 6 7

Specialist advice						<input type="checkbox"/>		
Development and implementation								
Systems development	0	1	2	3	4	5	6	7
Systems integration and build					<input type="checkbox"/>			
Delivery and operation								
Technology management	0	1	2	3	4	5	6	7
Network support						<input type="checkbox"/>		
Systems installation and removal					<input type="checkbox"/>			
Relationships and engagement								
Stakeholder management	0	1	2	3	4	5	6	7
Supplier management					<input type="checkbox"/>			

Strategy and architecture

Advice and guidance

Specialist advice - 5: Ensure, advise

- Provides definitive and expert advice in their specialist area.
- Actively maintains recognised expert level knowledge in one or more identifiable specialisms.
- Oversees the provision of specialist advice by others.
- Consolidates expertise from multiple sources, including third-party experts, to provide coherent advice to further organisational objectives.
- Supports and promotes the development and sharing of specialist knowledge within the organisation.

Development and implementation

Systems development

Systems integration and build - 4: Enable

- Provides technical expertise to enable the configuration of system components and equipment for systems testing.
- Collaborates with technical teams to develop and agree system integration plans and report on progress.
- Defines complex/new integration builds.
- Ensures that integration test environments are correctly configured.
- Designs, performs and reports results of tests of the integration build.
- Identifies and documents system integration components for recording in the configuration management system.
- Recommends and implements improvements to processes and tools.

Delivery and operation

Technology management

Network support - 5: Ensure, advise

- Drafts and maintains procedures and documentation for network support and operation.
- Makes a significant contribution to the investigation, diagnosis and resolution of network problems.
- Ensures that all requests for support are dealt with according to set standards and procedures.

Systems installation and removal - 4: Enable

- Undertakes or supervises complex installations and de-installations of systems or components, including handover to the client.
- Develops procedures and standards for installation and handover to maintain and improve the installation service.
- Schedules installation work around client priorities and resource availability.
- Ensures adherence to established safety and quality procedures.

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.

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

Internal: Contact with all customers and colleagues.

External

External: Contact with 3rd party specialists.

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 provision and management of a large VoIP solution and legacy telecoms solutions within an emergency service or similar safety critical environment.
- Microsoft Teams Voice and Administration experience.

- Extensive experience of management and configuration of contact centres, integration of voice into control room dispatch solutions and IP network architecture.
- Extensive experience of working with supplier to support and provide specialist technical support to a national
- organisation of users and stakeholders.
- Good experience of incident resolution, requests, changes and problem solving are delivered to agreed SLA

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

Networking Technologies

Voice over IP (VoIP) - Strategic: In-depth knowledge and influencing direction

- Designs VoIP network architectures and network topologies.
- Oversees installation of major or critical changes to the Voice over IP (VoIP) infrastructure.
- Serves as a subject matter expert on all aspects of securing and running reliable VoIP networks.
- Consults on authentication, encryption protocols and security policies.
- Researches network technology, vendor strategies and associated business implications.

Telecoms, Radio and Mobile Systems

Voice Recording Systems - Strategic: In-depth knowledge and influencing direction

- Serves as a subject matter expert on voice recording systems and drives development of best practices.
- Oversees installation of major or critical changes to voice recording systems.
- Leads on advancing capabilities in analytics and reporting of recorded audio data, such as identifying patterns or trends in audio or identifying common keywords or phrases used.
- Monitors alternative voice recording systems and sets the organisational strategy for product and vendor choices.
- Oversees disaster recovery testing and contingency planning for recovery of voice recording data.

Knowledge:

Working knowledge of the following technologies:

- Analogue voice systems management (Featurenet)
- Avaya Aura contact centre config and management
- Avaya CS1K product suite
- Call logging systems
- Call Pilot voice mail administration system
- Enghouse VoIP productivity suite
- Voice recording systems (such as Weston Digital or Verint)
- VoIP Networking and Solutions

Desirable Criteria:

H Additional Information:

This role is subject to participation in an on-call rota to provide out-of-hours triage.

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.