

Role Profile and Person Specification

ROLE PROFILE

Role Title:	ITSM Platform Analyst	Leadership level:	
JRN:	30642	Job family:	
Band:	4, 5, 6, 7	Location:	Agile
Allowances:	As per contract	Politically restricted:	No
Department:	Digital Policing	Vetting level:	RV
Reporting to:	Service Design and Quality Manager	Date Published:	November 2023
Posts responsible for:	None		

Part A – Job Description

Overall purpose of the role:

Manage the design, configuration and maintenance of the ITSM platform. Proactively review platform improvements, maintaining the product backlog while providing expert advice and knowledge on how to maximise the benefits to the department.

Key responsibilities of the role:

1	Manage the design, configuration and customisation of the DP Department's ITSM platform, in support of the effective and efficient delivery of Force services.
2	Proactively monitor the platform's health and performance, undertaking proactive maintenance and housekeeping where required.
3	Provide expert advice and knowledge on the available features and capability of the ITSM platform, influencing the continuous improvement process.
4	Manage and maintain the backlog of platform improvements, fixes and changes; ensuring the platform remains up to date and supports approved processes and procedures.
5	Maintain a comprehensive and detailed awareness of the platform's feature and release roadmap, providing DP functional leads and Senior Management with expert advice on opportunities to adopt new functionality.
6	Undertake regular proactive environmental scanning of the ITSM tooling market; maintain an awareness of the available solutions, while considering the future needs of the DP Department, make recommendations as to the future direction of the ITSM tool.

Part B – Scope of contacts

Internal / External relationships:

Internal: Colleagues across Digital Policing at all levels, Colleagues across the force who use ITSM to support local services.

External: 3rd party suppliers and vendors, colleagues from other forces, user forums.

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Part C – Competencies and Values

Northumbria competencies and values framework (NCVF)

Part D – Continuous Professional Development (CPD) role 6 months

First 6 months

1

2

3

4

12 months and beyond

5

6

7

8

Part E - PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>Relevant work experience relatable to the role.</p> <p>Apprenticeship options</p> <p>Level 3 Infrastructure Technician and Level 4 BSC (Hons) Digital & Technology Solutions Degree</p> <p>Apprenticeship</p>	<p>Educated to degree level</p> <p>An understanding of the IT industry and the implications of emerging technologies for the Police environment.</p> <p>ITIL certification or equivalent.</p>	Evidence of certification and from interview.

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		Knowledge of Prince2 or equivalent.	
Planning and organising	<p>Demonstrable experience and track record in a service management environment.</p> <p>Experience of managing and organising workload consisting of multiple tasks and activities.</p>		Application/interview/ CPD
Problem solving and initiative	<p>Exposure to leading IT Service Management tools, with experience in optimising and improving solutions.</p> <p>Demonstrable experience translating user requirements into technical options appraisals.</p> <p>Demonstrable knowledge and experience of identifying solutions to resolve problems.</p>		Application/interview/ CPD
Management and teamwork	<p>Strong interpersonal and team working skills.</p> <p>Ability to manage own workload and work to deadlines.</p>		Application/interview/ CPD
Communicating and influencing	<p>Excellent communication skills being able to discuss and document technical and service issues with both technical and non-technical stakeholders.</p>		Application/interview/ CPD
Other skills and behaviours	<p>A demonstrable focus and passion for improving services.</p>		Application/interview/ CPD



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