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| **Police Staff** **ICT Applications and Systems Engineer**  **Role Definition: JRN 20752** |

**ROLE DEFINITION**

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| Dept / Area Command: | Information & Communication Technologies Department | http://domcms/icons/ecblank.gif | Section: | Application Services Team |
| Post Title: | ICT Applications and Systems Engineer | http://domcms/icons/ecblank.gif | Post Reference: | JRN 20752 |
| Post Grade: | Grade F/G/H | http://domcms/icons/ecblank.gif | Location: | As required within the Force area including home working |
| Car User Status: | Casual | http://domcms/icons/ecblank.gif | Telephone Allowance: | Mobile Provided |
| Shift Allowance: | No Shifts | http://domcms/icons/ecblank.gif | Standby Allowance: |  |
| Weekend Enhancement: |  | http://domcms/icons/ecblank.gif | Contractual Overtime: | N/A |
| Line Manager: | Senior Infrastructure Analyst (Application Services) | | | |
| Staff Responsibilities: | Allocated trainees | | | |
| Purpose: | To liaise with system users, internal support and development teams and technical representatives of the system supplier, to support the installation, patching, maintenance and general ongoing use of allocated applications or systems. | | | |

**Key Responsibilities:-**

* Provide continuous 2nd line support and maintenance for the ICT 3rd party applications ensuring that reported incidents and problems are resolved quickly and effectively, or a workaround can be identified until the issue can be resolved by the supplier (known error).
* Liaise with the system owners and key users to ensure that the functionality provided by the application/system remains fit for purpose and provides the force with the functionality that it requires. Where the functionality no longer offers best value work with the users and solutions architects to identify alternative solutions.
* Liaise with the supplier to ensure that each 3rd party applications/systems are maintained in an up to date version and patch state, ensuring a reliable and secure solution is available to the users at all times. Contribute a technical viewpoint into discussions re prioritisation of system upgrades.
* Liaise with technical representatives of the supplier to ensure that they are aware of any technical issues experienced by the force either from a technical/ICT or a user perspective and provide secure access to systems and data when the need arises.
* Identify potential problems and trends on supported applications by ensuring that the performance of the systems and support services remain in line with Service Level Agreements in order to provide a customer focused service.
* Participate in the planning process and the installation of new systems as part of a planned system implementation project.
* Ensure that support documentation is created and maintained to allow systems to be supported effectively across the team.
* Ensure that the Information Security requirements are met and that the appropriate documentation is prepared and maintained to support the services through their full life cycle.
* Liaise with all sections of the ICT Department to ensure the provision of a fully integrated efficient, effective, and customer focused second line support service.
* Liaise with internal and external user groups, manufacturers and suppliers by attending meetings as required in order to maintain force capabilities and to provide technical input and support the needs of the business.
* Engage and build positive relationships with customers, clients, stakeholders and partners to understand their needs, priorities and how IT can support the realisation of these needs.
* Communicate with users regarding change management, system performance, and business needs in order to maintain relationships and provide an effective service to develop their knowledge and professionalism in systems use.
* Participate in the system of implementation and recovery procedures, including work outside standard office hours, and take part in the call-out/stand-by rota, in order to satisfy the needs of the system users.

**The post-holder may be required to undertake such other responsibilities as are reasonably commensurate with the grade of the post.**

**Essential Skills, Experience and Qualifications**

* Educated to degree level (or equivalent relevant experience)
* 1st and 2nd line support experience
* Supplier management experience
* Customer Service experience
* Experience of using an ITSM tool
* Operating Systems experience, specifically Microsoft Server and Win 10, however knowledge of other systems would be beneficial
* Strong presentation, writing, consulting and client facing skills
* Ability to bridge the gap between technical and business language to create pragmatic, appropriate solutions

Desirable:

* Knowledge of Atlassian’s Jira ITSM solution
* Experience of working in a public sector or police force environment
* Experience of taking part in a call out rota