BRITISH TRANSPORT POLICE

HR8:1.3
Version 1.2

JOB DESCRIPTION

APPENDIX C

Before completing this form, please read the BTP *'Guide to writing job descriptions for Police Staff roles'* Appendix B to the SOP.

A. POST DETAILS:

Job Title:	Incident & Problem Analyst	Current Grade:	A006
Department:	Technology	Area:	Force Headquarters
Reports To:	Portfolio Engagement & Service Delivery Manager	No of Posts:	1
Level of vetting:	MV	Post Number(s):	

B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

To assist with the delivery of the Incident Management process when Major and/or Service impacting Technology Incidents have been identified.

The I&P Analyst will support the Incident Manager (or Incident Owner) by assisting with the administration, facilitation and communications required during a Service outage or impacting Incident, in accordance with Incident Management process requirements. They will also act as a conduit for Incident Management with the Service Desk, Service Delivery and Technology Support teams.

Similarly, the I&P Analyst, will assist with the delivery of Problem Management by helping identify and record potential Problems and any agreed actions. They will work with the Problem Manager and subsequent Technology Problem Owners to track progress and communicate any outcomes.

Management Information Reporting is key in providing focus to and assisting our SMT with making informed decisions. A significant part of this role will be ensuring that Incident & Problem records are actively maintained and updated in a timely manner in order to meet MI Reporting deadlines.

The resolution (both reactive and proactive) of problems throughout the information system lifecycle, including classification, prioritisation and initiation of action, documentation of root causes and implementation of remedies to prevent future incidents.

The processing and coordination of appropriate and timely responses to incident reports, including channelling requests for help to appropriate functions for resolution, monitoring resolution activity, and keeping clients appraised of progress towards service restoration.

C. DIMENSIONS OF THE POST: *The key statistics associated with the post*

Financial – Direct or Non-Direct

Direct: None

Indirect: Responsible for ensuring Incidents and Problems are resolved as quickly as possible and do not reoccur, all down times has financial implications.

Staff Responsibilities – Direct or Non-Direct

Direct: None

BRITISH TRANSPORT POLICE

HR8:1.3
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Indirect: Responsible for ensuring the teams within Technology complete due diligence in regards to Incidents and Problems.

Any Other Statistical Data
None

D. **PRINCIPAL ACCOUNTABILITIES:** *What the job is accountable for and required to deliver*

Skills Framework for the Information Age

The Skills Framework for the Information Age (SFIA) provides a common reference model for the identification of the skills needed to develop effective Information Systems (IS) making use of Information Communications Technologies (ICT).

Service management								
Service design	0	1	2	3	4	5	6	7
Service level management				☐				
Service operation	0	1	2	3	4	5	6	7
Problem management				☐				
Incident management				☐				

Service management

Service design

Service level management - Level 3: Apply:
- Monitors service delivery performance metrics and liaises with managers and customers to ensure that service level agreements are not breached without the stakeholders being given the opportunity of planning for a deterioration in service.

Service operation

Problem management - Level 3: Apply:
- Investigates problems in systems and services.
- Assists with the implementation of agreed remedies and preventative measures.

Incident management - Level 3: Apply:
- Receives and handles requests for support following agreed procedures.
- Responds to requests for support by providing information to enable incident resolution and promptly allocates unresolved calls as appropriate.
- Maintains records and advises relevant persons of actions taken.

E. **LEVELS OF RESPONSIBILITY:** *This is a SFIA Level 3 Role*

- Autonomy - Works under general direction. Uses discretion in identifying and resolving complex problems and assignments. Usually receives specific instructions and has work reviewed at frequent milestones. Determines when issues should be escalated to a higher level.
- Influence - Interacts with and influences department/project team members. Has working level contact with customers and suppliers. In predictable and structured areas may supervise others. Makes decisions which may impact on the work assigned to individuals or phases of projects.
- Complexity - Performs a broad range of work, sometimes complex and non routine, in a variety of environments. Applies methodical approach to problem definition and resolution.
- Business Skills - Understands and uses appropriate methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Takes the initiative in identifying and negotiating appropriate personal development opportunities. Demonstrates effective communication skills. Contributes fully to the work of teams. Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures. Absorbs and applies technical information. Works to required standards. Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client.

F. **CONTACT WITH OTHERS:** *The frequent contacts the post holder has with others and for what purpose*

Internal

Contact with officers and staff at all levels

External

Contact with third party suppliers and contractors

G. **REQUIREMENTS:** *The skills, knowledge, experience, qualifications and training required to perform the job.*

Qualifications and Training:

Professional qualifications or significant business experience in IT Service Management, for example ITIL qualification.

Accredited to ITIL Foundation Level or higher

Experience:

Experience of managing Incidents and Problems in an ITIL environment, running structured processes with well defined documentation sets.

Good experience of developing and managing customer relationships.

Experience of Problem Management

Experience of using an ITSM toolset and managing/maintaining Incident and Problem Records

Knowledge:

Good knowledge of ITIL IT Service Management methodology or equivalent discipline

Skills:

Strong PowerPoint and Excel skills

BTP Framework

Business		0	1	2	3	4
Customer Service					☐	
Decision Making				☐		
Effective Communications				☐		
Initiative				☐		
Interpersonal Relationships				☐		
Negotiating				☐		
Planning and Organising				☐		
Problem Solving				☐		
Teamworking				☐		
Technical		0	1	2	3	4
MS Office Suite 2003 and 2010					☐	
Preparation of Technical Documentation					☐	

Business

Customer Service - Level 3: Extensive Experience
- Explores and addresses the unidentified, underlying and long-term customer needs.
- Enhances customer service delivery systems and processes.
- Anticipates customers upcoming needs and concerns.
- Advocates on behalf of customers to more senior management, identifying approaches that meet customers needs as well as those of the organisation.

Decision Making - Level 2: Working Experience
- Applies guidelines and procedures that require some interpretation in dealing with exceptions.
- Makes straightforward decisions based on information that is generally adequate.
- Makes decisions involving minor consequence of error.
- Seeks guidance as needed when the situation is unclear.

Effective Communications - Level 2: Working Experience
- Recalls others main points and takes them into account in own communication.
- Asks clarifying questions and summarises or paraphrases what others have said to verify understanding.
- Elicits comments or feedback on what has been said.
- Maintains continuous, open and consistent communication with others.

Initiative - Level 2: Working Experience

- Maintains a sense of purpose, value, and ownership of work.
- Tries varied approaches and solutions to resolve a problem.
- Persists when marked difficulties arise.
- Takes action to avoid an imminent problem.

Interpersonal Relationships - Level 2: Working Experience

- Presents oneself in a professional manner to maintain image and credibility.
- Builds strong relationships with others inside and outside their own area of work.
- Cooperates and works to gain support and commitment from others when performing tasks.
- Engages with others and exchanges knowledge, including people outside the team when appropriate.

Negotiating - Level 2: Working Experience

- Applies negotiation principles to meet the needs and goals of the organisation.
- Prepares for negotiation in advance and identifies appropriate, achievable objectives.
- Persuades others by identifying their needs and presenting alternative options.
- Strives for mutual, in-depth understanding and agreement.
- Modifies the approach to negotiation as necessary to achieve objective.
- Reaches mutually acceptable solutions in straightforward, formal negotiations with internal or external stakeholders (e.g. negotiates with external contractors on straightforward service delivery; negotiates with other departments on cost sharing; mediates straightforward staff relations issues).

Planning and Organising - Level 2: Working Experience

- Identifies who needs to be involved and when.
- Identifies who will do what, when, taking into account group members skills, needs and, if possible, preferences.
- Sets timelines and work steps.
- Monitors progress and use of resources (e.g. people, supplies, money).
- Makes needed adjustments to timelines, steps, and resource allocation.
- Continually plans for effective accomplishment of next steps.

Problem Solving - Level 2: Working Experience

- Identifies standard problems based on a range of factors, most of which are clear.
- Identifies options for solving a problem and evaluates the relative strengths and weaknesses of each option.
- When predefined solutions are not applicable, identifies straightforward, practical solutions.
- Verifies problems have been solved.

Teamworking - Level 2: Working Experience

- Initiates collaboration with others.
- Assumes additional responsibilities to facilitate the achievement of team goals.
- Seeks input from other team members on matters that affect them.
- Gives credit and acknowledges contributions and efforts of other team members.

Technical

MS Office Suite 2003 and 2010 - Level 3: Extensive Experience

Preparation of Technical Documentation - Level 3: Extensive Experience

BRITISH TRANSPORT POLICE

H.	**AUTHORISATION DETAILS:**			
	Prepared By:	Caroline Sparks	Date:	27 Jun 2017
	Area Commander /FHQ HoD:	Kieran Murphy	Date:	27 Jun 2017
	Evaluation Panel:		Date:	

Appendix: Legend

☐ High priority

☐ Normal priority

☐ Low priority