BRITISH TRANSPORT POLICE

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:	Mobile Device Administrator	Current Grade:	A004
Department:	Technology	Area:	Force Headquarters
Reports To:	Mobile Device Team Leader	No of Posts:	1
Level of vetting:	MV	Post Number(s):	A100236

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

Manage incidents tasks and requests for support and guidance from users of mobile phones, tablets, Blackberry, Samsung and mobile data devices. Assist in the procurement, configuration and issue of mobile devices ensuring robust asset management is in place and carrying out regular audit. Provide management reporting for Force Boards. Provide end user training on an ad hoc basis.

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 Non-direct: None

Staff Responsibilities – Direct or Non-Direct
Direct: None Non-direct: None

Any Other Statistical Data
The role provides device administration, asset management and basic user support for 2,000 mobile devices including phones, tablets, Blackberrys, Samsungs and mobile data devices.

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 transition	0	1	2	3	4	5	6	7
Configuration management				☐				
Service operation	0	1	2	3	4	5	6	7
Problem management				☐				
Incident management			☐					
Procurement and management support									
Supply management	0	1	2	3	4	5	6	7
Supplier relationship management			☐					

Service management

Service transition

Configuration management - Level 3: Apply:

- Administers configuration items (CIs) and related information.
- Applies tools, techniques and processes for administering CIs and related information, ensuring protection of assets and components from unauthorised change, diversion and inappropriate use.

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 2: Assist:

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

Procurement and management support

Supply management

Supplier relationship management - Level 2: Assist:

- Assists in the collection and reporting on supplier performance data.
- Assists with the routine day to day communication between the organisation and suppliers.

E.   LEVELS OF RESPONSIBILITY: *This is a SFIA Level 2 Role*

- Autonomy - Works under routine direction. Uses minor discretion in resolving problems or enquiries. Works without frequent reference to others.
- Influence - Interacts with and may influence immediate colleagues. May have some external contact with customers, suppliers and partners. May have more influence in own domain.
- Complexity - Performs a range of varied work activities in a variety of structured environments. Contributes to routine problem resolution.
- Business Skills - Understands and uses appropriate methods, tools and applications. Demonstrates a rational and organised approach to work. Is aware of health and safety issues. Identifies and negotiates own development opportunities. Has sufficient communication skills for effective dialogue with customers, suppliers and partners. Is able to work in a team. Is able to plan, schedule and monitor own work within short time horizons. Absorbs technical information when it is presented systematically and applies it effectively.

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

Internal

Contact with customers and colleagues.

External

Contact with 3rd party suppliers.

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

Qualifications and Training:

A good standard of general education

Experience:

Good experience of managing a fleet of portable communications assets in excess of 2000 items using a recognised asset management tool and carrying out regular audit functions. Good experience of using mobile network operator management and billing portals to manage fleet and billing. Some experience of incident resolution, requests, changes and problem solving are delivered to agreed SLAs.

Knowledge:

Some knowledge of basic procurement procedures

Skills:

BTP Framework

Business	0	1	2	3	4
Customer Service		☐			
Effective Communications		☐			
Initiative		☐			

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Version 1.2

	0	1	2	3	4
Interpersonal Relationships		☐			
Negotiating		☐			
Teamworking		☐			
Technical	**0**	**1**	**2**	**3**	**4**
Blackberry/Mobile Data Device Configuration			☐		
Vivasoft Asset Management application (or recognised equivalent)			☐		
Vodafone VCO Asset Administration system (or recognised equivalent)			☐		

Business

Customer Service - Level 1: Basic Awareness
- Responds to customer needs in a timely, professional, helpful, and courteous manner, regardless of client attitude.
- Clearly shows customers that their perspectives are valued.
- Strives to consistently meet service standards.
- Follows up with customers during and after delivery of services to ensure that their needs have been met.

Effective Communications - Level 1: Basic Awareness
- Listens/pays attention actively and objectively.
- Presents information and facts in a logical manner, using appropriate phrasing and vocabulary.
- Shares information willingly and on a timely basis.
- Communicates with others honestly, respectfully, and sensitively.

Initiative - Level 1: Basic Awareness
- Brings issues to the attention of appropriate personnel as needed.
- Offers ideas/suggests modified approaches to address current situations or issues.
- Without prompting, undertakes straightforward tasks that go beyond the jobs routine demands (e.g. helps others when own work is completed).
- Identifies and acts on issues and problems in own area of responsibility instead of waiting or hoping the problem will solve itself.

Interpersonal Relationships - Level 1: Basic Awareness
- Relates to people in an open, friendly and professional manner.
- Collaborates with their colleagues and management.
- Adapts the way that they interact to others and to the situation.
- Builds constructive relationships with people in their own area of work.

Negotiating - Level 1: Basic Awareness
- Negotiates in simple, straightforward situations.
- Follows steps in a standard process to undertake negotiations.
- Actively listens to understand the position and intentions of others.
- Identifies the elements of an acceptable agreement.

- Proposes or accepts sensible alternatives to reach consensus.

Teamworking - Level 1: Basic Awareness

- Deals honestly and fairly with others, showing consideration and respect for individual differences.
- Participates willingly and effectively on team assignments and projects.
- Seeks assistance from other team members, as needed.
- Assists other team members.
- Shares all relevant information with others.

Technical

Blackberry/Mobile Data Device Configuration - Level 2: Working Experience

Vivasoft Asset Management application (or recognised equivalent) - Level 2: Working Experience

Vodafone VCO Asset Administration system (or recognised equivalent) - Level 2: Working Experience

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H.   AUTHORISATION DETAILS:

Prepared By:	Ben Hedges (Lexonis)	Date:	10 Jan 2014
Area Commander /FHQ HoD:	Paul Hollister	Date:	6 Nov 2014
Evaluation Panel:		Date:	13 Nov 2014

Appendix: Legend

High priority

Normal priority

Low priority