

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:	Senior GIS Technician	Current Grade:	
Department:	Technology	Area:	Force Headquarters
Reports To:	GIS 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*

The provision of application maintenance and support services, either directly to users of the systems or to service delivery functions. Support typically includes investigation and resolution of issues and may also include performance monitoring. Issues may be resolved by providing advice or training to users, by devising corrections (permanent or temporary) for faults, making general or site-specific modifications, updating documentation, manipulating data, or defining enhancements. Support often involves close collaboration with the system's developers and/or with colleagues specialising in different areas, such as Database administration or Network support.

The management and tuning of the processes that collect, assemble and publish information, including in unstructured and semi-structured forms, for delivery to the user at the point at which it is needed.

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

Financial – Direct or Non-Direct

Direct: None Indirect: responsible for the proper use and deployment of licenced software products.

Staff Responsibilities – Direct or Non-Direct

Direct: None Indirect: None

Any Other Statistical Data

The Force deploys 15 mapping systems which are used in support of a range of mission critical operational systems including Command & Control, Crime Analysis, Coroner Search Teams, Cable Theft Teams, and Gold and Silver Control Rooms. Manages nation-wide data sets from: OS, TfL, Network Rail and others. Handles 10-15 service requests per week ranging from simple queries to the production of complex customised maps.

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).

Strategy and architecture								
Information strategy	0	1	2	3	4	5	6	7
Information content publishing								
Advice and guidance	0	1	2	3	4	5	6	7
Technical specialism								
Solution development and implementation								
Installation and integration	0	1	2	3	4	5	6	7
Porting/software integration								
Service management								
Service operation	0	1	2	3	4	5	6	7
Applications support								

Strategy and architecture

Information strategy

Information content publishing - Level 3: Apply:

- Specifies and creates content management processes to meet the needs of users.
- Uses agreed tools to make finished material available on appropriate platforms.

Advice and guidance

Technical specialism - Level 4: Enable:

- Maintains knowledge of specific technical specialisms, provides detailed advice regarding their application and executes specialised tasks.
- The specialism can be any area of information or communication technology, technique, method, product or application area.

Solution development and implementation

Installation and integration

Porting/software integration - Level 3: Apply:

- Assists in the configuration of software and equipment and the systems testing of platform-specific versions of one or more software products.
- Documents faults, implements resolutions and retests to agreed standards.

Service management

Service operation

Applications support - Level 3: Apply:

- Identifies and resolves issues with applications, following agreed procedures.
- Uses application management software and tools to collect agreed performance statistics.
- Carries out agreed applications maintenance tasks.

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 customers and colleagues.

External

Contact with 3rd party specialists

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

Qualifications and Training:

Educated to degree level in a specific IT or engineering discipline or equivalent experience

Experience:

Significant experience of operating GIS software and producing cartographic output. Good experience of licensing, importing and editing geo data sets from multiple sources. Good experience of providing applications support and problem management to end users. Some experience of technical liaison with 3rd party suppliers

Skills:

BTP Framework

Business	0	1	2	3	4
Customer Service			☐		
Effective Communications			☐		
Initiative			☐		
Interpersonal Relationships			☐		
Teamworking			☐		
Technical	0	1	2	3	4
Adobe Creative Suite, or equivalent product, for cartographic output			☐		
Any appropriate software license management application		☐			
FME Workbench and Services			☐		
GeoServer (or other OGC compliant services)				☐	
Map Info (including knowledge of Map Basic)					☐
SQL Developer (or similar GUI based DB viewer)			☐		

Business

Customer Service - Level 2: Working Experience

- Keeps customers up-to-date on the progress of the service they are receiving and changes that affect them.
- Ensures service is provided to customers during critical periods.
- Puts customers issues in order of priority and addresses most pressing concerns.
- Looks for ways to add value beyond customers immediate requests.

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.

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

Adobe Creative Suite, or equivalent product, for cartographic output - Level 2: Working Experience

Any appropriate software license management application - Level 1: Basic Awareness

FME Workbench and Services - Level 2: Working Experience

GeoServer (or other OGC compliant services) - Level 3: Extensive Experience

Map Info (including knowledge of Map Basic) - Level 4: Subject matter depth and breadth

SQL Developer (or similar GUI based DB viewer) - Level 2: Working Experience

H. AUTHORISATION DETAILS:

Prepared By:	Ben Hedges (Lexonis)	Date:	20 Dec 2013
Area Commander /FHQ HoD:	Paul Hollister	Date:	6 Nov 2014
Evaluation Panel:		Date:	13 Nov 2014

Appendix: Legend

-  High priority
-  Normal priority
-  Low priority