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:	Desktop Support Engineer
Department:	Technology
Reports To:	Desktop Support Team Leader
Level of vetting:	MV

Current Grade:	B001
Area:	
No of Posts:	11
Post Number(s):	

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

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.

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

Financial – Direct or Non-Direct

Direct: None Indirect: responsible for the proper management and record keping of the desktops, laptops, software licences and spare parts assigned to them as part of their work.

Staff Responsibilities – Direct or Non-Direct

Direct: None Indirect: Occasional responsibility supervising the induction of 3rd party contract engineers assigned to the desktop suport team at periods of high demand. Other: Participation in an on-call rota to provide out-of-hours triage, diagnostics, and remedial work in their specialist field plus, plus attendendance on site if deemed necessary for operational reasons.

Any Other Statistical Data

The Desktop Support Team is responsible for the the installation, support and maintenance of 2,800 desktops and 600 laptops (including manual handling of such equipment), plus the associated software licences for standard products installed on those devices, and the annual replacement of the oldest 25% of devices as part of the cyclic replacement programme. The team handles 4,500 PC related incidents p.a. and around 1,500 requests for service p.a.

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).

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Solution development and implementation

Installation and integration	0	1	2	3	4	5	6	7
Systems installation/decommissioning					☐			

Service management

Service transition	0	1	2	3	4	5	6	7
Configuration management				☐				

Service operation	0	1	2	3	4	5	6	7
Applications support				☐				
IT Operations			☐					
Network support			☐					
Problem management				☐				

Solution development and implementation

Installation and integration

Systems installation/decommissioning - Level 4: Enable:

- Undertakes routine installations and de-installations of items of hardware and/or software.
- Takes action to ensure targets are met within established safety and quality procedures, including, where appropriate, handover to the client.
- Conducts tests of hardware and/or software using supplied test procedures and diagnostic tools.
- Corrects malfunctions, calling on other experienced colleagues and external resources if required.
- Documents details of all hardware/software items that have been installed and removed so that configuration management records can be updated.
- Develops installation procedures and standards, and schedules installation work.
- Provides specialist guidance and advice to less experienced colleagues to ensure best use is made of available assets, and to maintain or improve the installation service.

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.

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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.

IT Operations - Level 2: Assist:

- Carries out agreed operational procedures of a routine nature.
- Contributes to maintenance, installation and problem resolution.

Network support - Level 2: Assist:

- Assists in investigation and resolution of network problems.
- Assists with specified maintenance procedures.

Problem management - Level 3: Apply:

- Investigates problems in systems and services.
- Assists with the implementation of agreed remedies and preventative measures.

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 all customers and colleagues within BTP.

External

Contact with 3rd party engineers.

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

Qualifications and Training:

Accredited to ITIL Foundation Level or higher
A good standard of advanced education

Experience:

Good experience of working in a customer focussed desktop or end-user support function covering personal computing devices and end-user software installations and support. Good experience of incident resolution, requests, changes and problem solving activities delivered to agreed SLAs. Good experience of developing and managing excellent customer relations.

Skills:

BTP Framework

Business	0	1	2	3	4
Customer Service			☐		
Effective Communications			☐		
Initiative			☐		
Interpersonal Relationships			☐		
Problem Solving			☐		
Teamworking			☐		
Technical	0	1	2	3	4
Intel based end-user hardware				☐	
MS Active Directory				☐	
MS Office Suite 2003 and 2010				☐	
MS SCCM			☐		
MS Windows Xp and 7				☐	
Networking concepts (incl. security, firewalls and TCP/IP)			☐		
Printer installations and trouble shooting				☐	

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.

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- 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.

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

Intel based end-user hardware - Level 3: Extensive Experience

MS Active Directory - Level 3: Extensive Experience

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

MS SCCM - Level 2: Working Experience

MS Windows Xp and 7 - Level 3: Extensive Experience

Networking concepts (incl. security, firewalls and TCP/IP) - Level 2: Working Experience

Printer installations and trouble shooting - Level 3: Extensive Experience

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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

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