

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 Application Support Analyst	Current Grade:	B003
Department:		Area:	Force Headquarters
Reports To:	Applications Support Manager	No of Posts:	2
Level of vetting:	MV	Post Number(s):	A101 741/528

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.

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: occasional responsibility for supervising the work of 3rd party specialists assigned to particular support contracts or projects.

Any Other Statistical Data

The role is responsible for supporting one or more mission critical business applications serving 5,000 users in a 24x7 environment. The role can expect to receive 10-15 incidents per week via the Technology Service Desk.

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).

Business change								
Business change management	0	1	2	3	4	5	6	7
Requirements definition and management					☐			
Relationship management	0	1	2	3	4	5	6	7
Stakeholder relationship management						☐		
Solution development and implementation								
Systems development	0	1	2	3	4	5	6	7
Programming/software development					☐			
Service management								
Service operation	0	1	2	3	4	5	6	7
Applications support						☐		
Problem management					☐			
Procurement and management support								
Supply management	0	1	2	3	4	5	6	7
Supplier relationship management						☐		

Business change

Business change management

Requirements definition and management - Level 4: Enable:

- Facilitates scoping and business priority-setting for change initiatives of medium size and complexity.
- Contributes to selection of the most appropriate means of representing business requirements in the context of a specific change initiative, ensuring traceability back to source.
- Discovers and analyses requirements for fitness for purpose as well as adherence to business objectives and consistency, challenging positively as appropriate.
- Obtains formal agreement by stakeholders and recipients to scope and requirements and establishes a base-line on which delivery of a solution can commence.
- Manages requests for and the application of changes to base-lined requirements.
- Identifies the impact on business requirements of interim (e.g migration) scenarios as well as the required end position.

Relationship management

Stakeholder relationship management - Level 5: Ensure, advise:

- Develops and maintains one or more defined communication channels and/or stakeholder groups, acting as a single point of contact.
- Gathers information from the customer to understand their needs (demand management) and detailed requirements.
- Facilitates open communication and discussion between stakeholders, using feedback to assess and promote understanding of need for future changes in services, products and systems.
- Agrees changes to be made and the planning and implementation of change.
- Maintains contact with the customer and stakeholders throughout to ensure satisfaction.
- Captures and disseminates technical and business information.

Solution development and implementation

Systems development

Programming/software development - Level 4: Enable:

- Designs, codes, tests, corrects and documents large and/or complex programs and program modifications from supplied specifications using agreed standards and tools, to achieve a well engineered result.
- Takes part in reviews of own work and leads reviews of colleagues' work.

Service management

Service operation

Applications support - Level 5: Ensure, advise:

- Drafts and maintains procedures and documentation for applications support.
- Manages application enhancements to improve business performance.
- Ensures that all requests for support are dealt with according to set standards and procedures.

Problem management - Level 4: Enable:

- Initiates and monitors actions to investigate and resolve problems in systems and services.
- Assists with the implementation of agreed remedies and preventative measures.

Procurement and management support

Supply management

Supplier relationship management - Level 5: Ensure, advise:

- Maintains a broad understanding of the commercial IT environment, how the organisation sources, deploys and manages external partners and when it is appropriate to use in-house resources.
- Develops and manages contracts with suppliers to meet key performance indicators and agreed targets, taking account of information security of third parties.
- Is responsible for the liaison between the organisation and designated supplier(s).
- Carries out benchmarking and makes use of supplier performance data to ensure that supplier performance is properly monitored and regularly reviewed.
- Is responsible for the management and implementation of supplier service improvement actions and programmes.
- May be responsible for managing a discrete IT function or service in a multi-supplier environment.

E. LEVELS OF RESPONSIBILITY: *This is a SFIA Level 5 Role*

- **Autonomy** - Works under broad direction. Work is often self-initiated. Is fully accountable for meeting allocated technical and/or project/supervisory objectives. Establishes milestones and has a significant role in the delegation of responsibilities.
- **Influence** - Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. Builds appropriate and effective business relationships. Makes decisions which impact the success of assigned projects i.e. results, deadlines and budget. Has significant influence over the allocation and management of resources appropriate to given assignments.
- **Complexity** - Performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer/organisational requirements.
- **Business Skills** - Advises on the available standards, methods, tools and applications relevant to own specialism and can make appropriate choices from alternatives. Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. Assesses and evaluates risk. Communicates effectively, both formally and informally. Demonstrates leadership. Facilitates collaboration between stakeholders who have diverse objectives. Understands the relevance of own area of responsibility/specialism to the employing organisation. Takes customer requirements into account when making proposals. Takes initiative to keep skills up to date. Mentors colleagues. Maintains an awareness of developments in the industry. Analyses requirements and advises on scope and options for continuous operational improvement. Demonstrates creativity and innovation in applying solutions for the benefit of the customer/stakeholder. Takes account of relevant legislation.

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

Internal

Contact with all internal 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:

Educated to degree level or equivalent experience

Accredited to ITIL Foundation Level or higher

Experience:

Extensive experience in an application analyst role supporting one or more core business applications, preferably in a 24x7 environment. Extensive experience of application management tools and techniques. Good experience of liaising and working across multiple technical teams within the support environment. Good experience of HR working practices and polices.

Knowledge:

Good knowledge of application interfacing tools and techniques.

Skills:

BTP Framework

Business	0	1	2	3	4
Accountability				☐	
Customer Service				☐	
Decision Making				☐	
Effective Communications				☐	
Initiative				☐	
Interpersonal Relationships				☐	
Teamworking				☐	
Technical	0	1	2	3	4
MS Active Directory		☐			
Oracle Data Base Administration (v9, 10 and 11)			☐		
Oracle Discoverer				☐	
Oracle e-Business Suite					☐
Oracle Internet Directory and middleware products				☐	
PL SQL			☐		
SQL Developer (or similar GUI based DB viewer)				☐	
UNIX Operating System			☐		

Business

Accountability - Level 3: Extensive Experience

- Provides feedback on individual and team performance.
- Establishes with others criteria on which success will be measured.
- Focuses and guides others in achieving business results.
- Communicates the parameters of delegated responsibility and decision-making authority within the team.

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 3: Extensive Experience

- Considers the costs, benefits, risks, and chances for success, when making a decision.
- Seeks information about alternatives and chooses an option that meets a goal, solves a problem or avoids a risk.
- Approaches a complex task or problem by breaking it down into parts and considers each part in detail.
- Applies guidelines and procedures that leave considerable room for discretion and interpretation.
- Makes decisions by weighing several factors, some of which are partially defined and entail missing pieces of critical information.
- As needed, involves the right people in the decision making process.
- Balances competing priorities in reaching decisions.

Effective Communications - Level 3: Extensive Experience

- Tailors communication (e.g. content, style and medium) to diverse audiences.
- Utilises skill in presenting information, analysis, ideas and positions in a clear, succinct, accurate, convincing manner, as is appropriate with the audience.
- Reads cues from diverse listeners to assess when and how to change planned communication approach to effectively deliver message.
- Communicates equally effectively with all organisational levels.
- Understands others complex or underlying needs, motivations, emotions or concerns and communicates effectively despite the sensitivity of the situation.

Initiative - Level 3: Extensive Experience

- Maintains a level of energy and work activity to achieve goals.
- Actively seeks and identifies opportunities to contribute to and achieve goals.
- Suggests ways to achieve better results or add value beyond the current situation.
- Perseveres in seeking opportunities to advance organisational objectives in the near term.
- Identifies and acts on opportunities to improve organisational processes or outcomes.

Interpersonal Relationships - Level 3: Extensive Experience

- Diffuses confrontational situations; treats others with respect, patience, and consideration.
- Notices and accurately interprets what others are feeling, based on their word choices, voice tones, facial expressions and other nonverbal behaviour.
- Discusses subjects in a constructive manner, with all levels of staff.
- Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways.

Teamworking - Level 3: Extensive Experience

- Listens to constructive feedback and incorporates suggestions to achieve collective objectives.
- Makes outstanding efforts to help other team members.
- Fosters team spirit.
- Ensures that all group members have an opportunity to contribute to group discussions.
- Helps build consensus among team members.

Technical**MS Active Directory - Level 1: Basic Awareness**

Oracle Data Base Administration (v9, 10 and 11) - Level 2: Working Experience

Oracle Discoverer - Level 3: Extensive Experience

Oracle e-Business Suite - Level 4: Subject matter depth and breadth

Oracle Internet Directory and middleware products - Level 3: Extensive Experience

PL SQL - Level 2: Working Experience

SQL Developer (or similar GUI based DB viewer) - Level 3: Extensive Experience

UNIX Operating System - Level 2: Working Experience

H. AUTHORISATION DETAILS:

Prepared By:

Date:

Area Commander /FHQ HoD: Paul Hollister

Date: 6 Nov 2014

Evaluation Panel:

Date: 13 Nov 2014

Appendix: Legend



High priority



Normal priority



Low priority