

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:	Communications Support Engineer (Telecoms)	Current Grade:	A006
Department:	Technology	Area:	Force Headquarters
Reports To:	Communications Support Manager	No of Posts:	4
Level of vetting:	MV	Post Number(s):	TBC

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

Manage all incidents tasks and requests for support and guidance from users of Force Telecoms devices including the roll out of new devices across the estate. Manage the procurement, configuration and issue of devices ensuring robust asset management is in place and carrying out regular audit. Manage end of life process ensuring security and sustainability requirements upheld. 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 apprised of progress towards service restoration.

The lifecycle planning, control and management of the assets of an organisation (such as documentation, software and service assets, including information relating to those assets and their relationships. This involves identification, classification and specification of all configuration items (CIs) and the interfaces to other processes and data. Required information relates to storage, access, service relationships, versions, problem reporting and change control of CIs.

The application of status accounting and auditing, often in line with acknowledged external criteria such as ISO 9000 and ISO/IEC 20000, throughout all stages of the CI lifecycle, including the early stages of system development.

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

Financial – Direct or Non-Direct

N/A

Staff Responsibilities – Direct or Non-Direct

N/A

Any Other Statistical Data

N/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).

Service management								
Service transition	0	1	2	3	4	5	6	7
Configuration management								
Asset management								
Service operation								
Problem management								
Service desk and 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.

Asset management - Level 4: Enable:

- Controls IT assets in one or more significant areas, ensuring that administration of the acquisition, storage, distribution, movement and disposal of assets is carried out.
- Produces and analyses registers and histories of authorised assets (including secure master copies of software, documentation, data, licenses and agreements for supply, warranty and maintenance), and verifies that all these assets are in a known state and location.
- Ensures that there are no unauthorised assets such as unlicensed copies of software.

Service operation

Problem management - Level 3: Apply:

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

Service desk and 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.

Procurement and management support

Supply management

Supplier relationship management - Level 3: Apply:

- Acts as the routine contact point between organisation and supplier.
- Collects and reports on supplier performance data.

E. LEVELS OF RESPONSIBILITY: *This is a SFIA Level 4 Role*

- **Autonomy** - Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.
- **Influence** - Influences team and specialist peers internally. Influences customers at account level and suppliers. Has some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.
- **Complexity** - Performs a broad range of complex technical or professional work activities, in a variety of contexts. Investigates, defines and resolves complex problems.
- **Business Skills** - Selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. Rapidly absorbs new technical information and applies it effectively. Has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or client. Maintains an awareness of developing technologies and their application and takes some responsibility for personal development.

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

Internal

Contact with all customers and colleagues

External

Contact with 3rd party suppliers and 3rd party engineers.

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

Qualifications and Training:

Accredited to ITIL Foundation Level or higher

Experience:

Good experience of managing telecoms communications assets and 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.

Skills:

BTP Framework

Business	0	1	2	3	4
Customer Service			<input type="checkbox"/>		
Effective Communications			<input type="checkbox"/>		
Initiative			<input type="checkbox"/>		
Interpersonal Relationships			<input type="checkbox"/>		
Negotiating			<input type="checkbox"/>		
Problem Solving			<input type="checkbox"/>		
Teamworking			<input type="checkbox"/>		
Technical	0	1	2	3	4
Airwave SMT/CCM			<input type="checkbox"/>		
Blackberry/Mobile Data Device Configuration				<input type="checkbox"/>	
Sepura Radio Manager 2			<input type="checkbox"/>		
Vivasoft Asset Management application (or recognised equivalent)			<input type="checkbox"/>		
Vodafone VCO Asset Administration system (or recognised equivalent)				<input type="checkbox"/>	

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.

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).

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

Airwave SMT/CCM - Level 2: Working Experience

Blackberry/Mobile Data Device Configuration - Level 3: Extensive Experience

Sepura Radio Manager 2 - Level 2: Working Experience

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

Vodafone VCO Asset Administration system (or recognised equivalent) - Level 3: Extensive Experience

H. AUTHORISATION DETAILS:

Prepared By:

Date:

Area Commander /FHQ HoD:

Date:

Evaluation Panel:

Date:

Appendix: Legend



High priority



Normal priority



Low priority