

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:	General Systems Administrator (Core Systems)	Current Grade:	A005
Department:	Contact Management	Area:	
	Core Operational Integrated Policing Systems		
Reports To:	Manager	No of Posts:	5
Level of vetting:	MV	Post Number:	

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

To administer, develop and maintain BTP's core systems, including - but not limited to – Niche (Core System for Crime/Intel/Case/Custody), ControlWorks (Command and Control) and I-Patrol (Mobile Application). Provide day-to-day business services across multiple systems, for example basic administration of change and basic user support for business issues. Provide more specialist support, including complex system administration, for a single, designated system. Specialist support will include the extension of business process or the implementation of new processes on the system; reflecting changes the business reorganization and roles on the system; or the implementation of new software versions on the system, including application testing (business logic). It will also include troubleshooting business issues, and liaising with suppliers to resolve them where necessary. The post holders will be expected to work closely with Technology Department, particularly around the management of Change and the planning of new software versions.

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

Financial – Direct or Non-Direct

None

Staff Responsibilities – Direct or Non-Direct

None

Any Other Statistical Data

Command & Control, Niche and I-Patrol are business-critical operational systems and are delivered to 3,000 Desktops and Laptops across BTP and 2000 mobile devices. There are 4,000 users across the force, including specialist bureaus in Force Contact, Crime Recording, Criminal Justice and Intelligence.

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D. PRINCIPAL ACCOUNTABILITIES: *What the job is accountable for and required to deliver*

- Responsible for managing the day-to-day security and integrity of the systems, by managing user accounts and access requests according to the agreed policy and standards
- Responsible for simple, basic, day-to-day administration for all systems being managed (resilience)
- Responsible for execution of more complex administration/change on the designated system of specialism
- Responsible for helping to develop non-standard proposals, for example by prototyping or investigating options, liaising with other Forces or business experts as required, for the designated system of specialism
- Responsible for the business-monitoring of interfaces (i.e. checking for data exceptions) and dealing with any issues arising, for the designated system of specialism
- Responsible for assisting with the implementation and testing of non-standard changes, or new system releases, as required, under the supervision of Niche Business Analyst or C&C Application Manager
- Responsible for providing an expert support function in relation to simple 'faults' raised with the service desk, where the issue reported concerns business logic within the application, for the designated system of specialism
- Responsible for attending working groups or other focus groups when requested, providing administrative support and additional expertise when questions arise, in relation to the designated system of speciality
- Responsible for providing a business advice function to end users when application questions arise
- Responsible for assisting with the production of training materials or help guides – or the update of existing materials – when issues arise or as part of the change process
- Responsible for representing BTP at external meetings with the system supplier or other administration working groups, when required to do so
- Carry out any other reasonable duties within the overall function commensurate with the grading and level of responsibility of the post

E. DECISION MAKING:

Make decisions

None

Significant say in decisions

Input into the development of new proposals for change, for the system of specialism, providing both expert knowledge and also user perspectives on 'what works'

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

Internal

Contact with all internal users i.e. providing system help desk and training advice, or attending working groups
Contact with Analysts or Business Leads in workshops or other meetings, providing advice/guidance or prototyping inputs into discussions about proposed changes, or the impact assessment/planning for proposed new software releases.

Contact with Technology in Change Management process, e.g. discussing and planning RFC's

External

To attend national meetings with suppliers and other users of the system e.g. Capita, Niche, Xenium, BlueLight (Gazetteer) and other police forces and Highway Agency.

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

Essential Criteria:

Qualifications and Training:

GCSE Grade C or above in Mathematics, Computing or Science

Complete an assessment at the end of the probationary period demonstrating competency on the system to required standard

Experience:

Will have proven experience in system administration and maintenance, or some other service delivery function with a 'technical' component

Will have proven experience of working in a service delivery environment, e.g. working on a Service Desk

Skills:

Be competent in the use of Microsoft Word and Excel

Be able to demonstrate problem solving skills

Customer service delivery skills, e.g. how to manage expectations, deal with complaints etc

Knowledge:

Knowledge of police processes across Contact Management and Core domains

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Desired Criteria:

Qualifications and Training:

European Computer Driving Licence - or other equivalent computer literacy accreditation / qualification

Experience:

Application testing using a structured approach, e.g. using test scripts / recording results, raising defects etc.

Experience of service reviews

Skills:

Knowledge:

Knowledge of policing and policing processes, organisation and regulations

H. ANY ADDITIONAL INFORMATION: *Information relevant to the role, including any particularly challenging/ difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

May be required to work set hours between 7am and 6pm to ensure business support coverage so some flexibility is required.

I. AUTHORISATION DETAILS

Prepared By:

Date:

Area Commander /FHQ

HoD:

Date:

Evaluation Panel:

Date:

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