

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:	Messaging Support Engineer	Current Grade:	B001
Department:	Technology	Area:	Force Headquarters
Reports To:	Messaging Support Specialist	No of Posts:	1
Level of vetting:	MV	Post Number(s):	A100998

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

The role is responsible for the technical support of the Force's messaging (e-mail) services comprising 8,100 mailboxes on 6 e-mail servers holding 55million e-mails; and for the operation of the Enterprise Vault e-mail archiving system as well as managing all aspects of backup and Disaster Recovery capability.

The provision of specialist expertise to facilitate and execute the installation and maintenance of system software such as operating systems, data management products, office automation products and other utility software.

The management of the capability, functionality and sustainability of service components (including hardware, software and network) to meet current and forecast needs in a cost effective manner. This includes dealing with both long-term changes and short-term variations in the level of demand, and deployment, where appropriate, of techniques to modify demand for a particular resource or service.

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: None

Any Other Statistical Data

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 security								
Solution development and implementation								
Systems development	0	1	2	3	4	5	6	7
Systems design								
Service management								
Service design	0	1	2	3	4	5	6	7
Capacity management								
Service operation	0	1	2	3	4	5	6	7
System software								
Storage management								
Problem management								

Strategy and architecture

Information strategy

Information security - Level 3: Apply:

- Applies and maintains specific security controls as required by organisational policy and local risk assessments to maintain confidentiality, integrity and availability of business information systems and to enhance resilience to unauthorised access.
- Contributes to vulnerability assessments.
- Recognises when an IT network/system has been attacked internally, by a remote host, or by malicious code, such as virus, worm or Trojan etc., or when a breach of security has occurred.
- Takes immediate action to limit damage, according to the organization's security policy, which may include escalation to next level, and records the incident and action taken.
- Demonstrates effective communication of security issues to business managers and others.
- Performs basic risk assessments for small information systems.

Solution development and implementation

Systems development

Systems design - Level 3: Apply:

- Specifies user/system interfaces, and translates logical designs into physical designs taking account of target environment, performance requirements and existing systems.

- Produces detailed designs and documents all work using required standards, methods and tools, including prototyping tools where appropriate.

Service management

Service design

Capacity management - Level 4: Enable:

- Monitors service component capacity and initiates actions to resolve any shortfalls according to agreed procedures.
- Applies techniques to modify demand for a particular resource or service.

Service operation

System software - Level 4: Enable:

- Reviews system software updates and identifies those that merit action.
- Tailors system software to maximise hardware functionality.
- Installs and tests new versions of system software.
- Investigates and coordinates the resolution of potential and actual service problems.
- Prepares and maintains operational documentation for system software.
- Advises on the correct and effective use of system software.

Storage management - Level 3: Apply:

- Performs regular high-performance, scalable backups and restores on a schedule and tracks offsite storage.
- Carries out documented configuration for allocation of storage, installation and maintenance of storage system as per the agreed operational procedure.
- Identifies operational problems and contributes to their resolution.
- Uses standard management and reporting tools to collect and report on storage utilisation, performance and backup statistics.

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 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 colleagues and customers.

External

Contact with 3rd party engineers.

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

Qualifications and Training:

Educated to HND Level or equivalent experience

Accredited to ITIL Foundation Level or higher

Experience:

Good experience of implementing, managing and supporting a Messaging (e-mail) function in a demanding 24x7 environment. Good experience of incident resolution, requests, changes and problem solving activities delivered to agreed SLAs.

Skills:

BTP Framework

Business	0	1	2	3	4
Customer Service			☐		
Effective Communications			☐		
Initiative			☐		
Interpersonal Relationships			☐		
Teamworking			☐		
Technical	0	1	2	3	4
Blackberry architecture			☐		
Enterprise Vault			☐		



Exchange 2003, 2010, 2013				☐	
MS Office Suite 2003 and 2010				☐	
MS Windows Server 2003, 2008, 2012			☐		
Networking concepts (incl. security, firewalls and TCP/IP)			☐		
SAN and NAS technologies			☐		
SMTP Edge Gateway			☐		

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

Blackberry architecture - Level 2: Working Experience

Enterprise Vault - Level 2: Working Experience

Exchange 2003, 2010, 2013 - Level 3: Extensive Experience

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

MS Windows Server 2003, 2008, 2012 - Level 2: Working Experience

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

SAN and NAS technologies - Level 2: Working Experience

SMTP Edge Gateway - Level 2: Working Experience

H. AUTHORISATION DETAILS:

Prepared By: Ben Hedges (Lexonis)

Date: 29 Jan 2014

Area Commander /FHQ HoD: Paul Hollister

Date: 6 Nov 2014

Evaluation Panel:

Date:

Appendix: Legend



High priority



Normal priority



Low priority