BRITISH TRANSPORT POLICE

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Version 1.2

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:	Server Support Specialist
Department:	Technology
Reports To:	Server Team Leader
Level of vetting:	MV

Current Grade:	B003
Area:	Force Headquarters
No of Posts:	3
Post Number(s):	A101 (487/490/489)

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

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.

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

Financial – Direct or Non-Direct

Direct: None Non-direct: responsible for the asset management and licence renewal of all server operating system software licences and associated products. Responsible for providing best value advice to support the selection and procurement of core infrastructure products

Staff Responsibilities – Direct or Non-Direct

Direct: None Non-direct: occasional responsibility for the work of 3rd party specialists assigned to particular support contracts. Other: Participation in an on-call rota to provide out-of-hours triage, diagnostics, and remedial work in their specialist field plus, plus attendance on site if deemed necessary for operational reasons.

Any Other Statistical Data

The role is responsible for the technical support of all server equipment rooms across the Force estate. This includes responsibility for over 700 servers (500 of which are virtual), 220Tb of online storage (mirrored in the DR Centre), 70Tb of backup storage (mirrored in the DR Centre) and the server Operating Systems (Windows, UNIX and Linux) deployed on those servers. The role is also responsible for some 650 remote access users connecting via Citrix and around 15 citrix enabled applications.

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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Strategy and architecture								
Technical strategy and planning	0	1	2	3	4	5	6	7
Continuity management					☐			

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

Service management								
Service design	0	1	2	3	4	5	6	7
Capacity management					☐			
Availability management					☐			
Service operation	0	1	2	3	4	5	6	7
System software					☐			
Storage management					☐			

Procurement and management support								
Supply management	0	1	2	3	4	5	6	7
Supplier relationship management				☐				

Strategy and architecture

Technical strategy and planning

Continuity management - Level 4: Enable:

- Provides input to the service continuity planning process and implements resulting plans.

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.

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- 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 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.

Availability management - Level 4: Enable:

- Contributes to the availability management process and its operation and performs defined availability management tasks.
- Analyses service and component availability, reliability, maintainability and serviceability.
- Ensures that services and components meet and continue to meet all of their agreed performance targets and service levels.
- Implements arrangements for disaster recovery and documents recovery procedures.
- Conducts testing of recovery procedures.

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 4: Enable:

- Reviews capacity, performance, availability and other operational metrics and take appropriate action to ensure corrective and proactive maintenance of storage and backup systems to support the requirement to protect business information.
- Creates reports and proposals for improvement and contributes to the planning and implementation of new installations and scheduled maintenance and changes within the system.
- Prepares and maintains operational procedures and provides technical expertise and appropriate information to the management.

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.

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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 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 of implementing and managing multiple servers (physical and virtual) in a demanding 24x7 environment. Good experience of providing 2nd/3rd line technical support to non-techncial customers. Good experience of incident resolution, requests, changes and problem solving activities delivered to agreed SLAs.

   Knowledge:

   Good knowledge of Microsoft's product offerings including high level capabilities and competitor products

   Skills:

   ## BTP Framework

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Business	0	1	2	3	4
Accountability				☐	
Customer Service				☐	
Decision Making				☐	
Effective Communications				☐	
Initiative				☐	
Interpersonal Relationships				☐	
Problem Solving				☐	
Teamworking				☐	

Technical	0	1	2	3	4
Citrix				☐	
Linux operating system				☐	
MS Active Directory			☐		
MS Exchange 2003 and 2010			☐		
Networking concepts (incl. security, firewalls and TCP/IP)			☐		
SAN and NAS technologies				☐	
SCCM 2010				☐	
Server management tools and techniques				☐	
UNIX Operating System				☐	
VMware server installation and management				☐	

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.

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- 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.

Problem Solving - Level 3: Extensive Experience

- Identifies optimal solutions based on weighing the advantages and disadvantages of alternative approaches.
- After implementation, evaluates the effectiveness and efficiency of solutions.
- Coordinates with others within his/her network, subject-matter experts and /or additional senior staff to interpret administrative policies, offer advice and solve related problems.
- Identifies alternate solutions, considering applicable precedents.

Teamworking - Level 3: Extensive Experience

- Listens to constructive feedback and incorporates suggestions to achieve collective objectives.

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- 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

Citrix - Level 3: Extensive Experience

Linux operating system - Level 3: Extensive Experience

MS Active Directory - Level 2: Working Experience

MS Exchange 2003 and 2010 - Level 2: Working Experience

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

SAN and NAS technologies - Level 3: Extensive Experience

SCCM 2010 - Level 3: Extensive Experience

Server management tools and techniques - Level 3: Extensive Experience

UNIX Operating System - Level 3: Extensive Experience

VMware server installation and management - Level 3: Extensive Experience

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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