

## JOB DESCRIPTION

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	Current Grade:	A006
Department:	Technology	Area:	Force Headquarters
Reports To:	Technology Service Desk Team Leader	No of Posts:	3
Level of vetting:	MV	Post Number(s):	A100 (738/663/200)

### 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 mobile devices – including radio, mobile phones, Blackberry and mobile data devices. Facilitate London drop in workshop service. Manage the procurement, configuration and issue of mobile 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 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.

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 appraised of progress towards service restoration.

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

**Financial – Direct or Non-Direct**

Direct: None Indirect: None

**Staff Responsibilities – Direct or Non-Direct**

Direct: None Indirect: None

**Any Other Statistical Data**

The role provides device administration, asset management and user support for 5,000 Tetra hand portable and in vehicle radio devices and 2,000 mobile devices including phones, tablets, Blackberrys and mobile data devices.

**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	0	1	2	3	4	5	6	7
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.
- Resolves and implements 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 3 Role***

- **Autonomy** - Works under general direction. Uses discretion in identifying and resolving complex problems and assignments. Usually receives specific instructions and has work reviewed at frequent milestones. Determines when issues should be escalated to a higher level.
- **Influence** - Interacts with and influences department/project team members. Has working level contact with customers and suppliers. In predictable and structured areas may supervise others. Makes decisions which may impact on the work assigned to individuals or phases of projects.
- **Complexity** - Performs a broad range of work, sometimes complex and non routine, in a variety of environments. Applies methodical approach to problem definition and resolution.
- **Business Skills** - Understands and uses appropriate methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Takes the initiative in identifying and negotiating appropriate personal development opportunities. Demonstrates effective communication skills. Contributes fully to the work of teams. Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures. Absorbs and applies technical information. Works to required standards. Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client.

**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



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



One or more National Vocational Qualifications at levels 1-3 in applicable subjects

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**Experience:**

Good experience of managing a fleet of portable communications assets in excess of 7000 items 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. Good experience with the Airwave service management tools (CCM, SMT) to manage handportable and vehicle radio fleet. Some experience of incident resolution, requests, changes and problem solving are delivered to agreed SLAs.

**Skills:**

**BTP Framework**

**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.





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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**

**Avaya handset configuration - 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:	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