BRITISH TRANSPORT POLICE

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:	Applications Support Specialist	Current Grade:	B002
Department:	Technology	Area:	Force Headquarters
Reports To:	Applications Support Manager	No of Posts:	1
Level of vetting:	MV	Post Number(s):	A101 (529/527)

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

On behalf of a client organisation, the identification and management of external suppliers to ensure successful delivery of products and services required by the business.

The provision of application maintenance and support services, either directly to users of the systems or to service delivery functions. Support typically includes investigation and resolution of issues and may also include performance monitoring. Issues may be resolved by providing advice or training to users, by devising corrections (permanent or temporary) for faults, making general or site-specific modifications, updating documentation, manipulating data, or defining enhancements Support often involves close collaboration with the system's developers and/or with colleagues specialising in different areas, such as Database administration or Network support.

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

Financial – Direct or Non-Direct
Direct: responsibility for the management of a discretionary software support and development budget worth up to £100k p.a. Responsibility for the asset management and licence renewal of software products worth £500k with annual licence payments totalling £250k. Non-direct: responsible for providing best value advice and recommendations to support the development of the software.

Staff Responsibilities – Direct or Non-Direct
Direct: None Non-direct: occasional responsibility for supervising the work of 3rd party specialists assigned to particular support contracts or projects.

Any Other Statistical Data
The role is responsible for supporting one or more mission critical business applications serving 5,000 users in a 24x7 environment. The role can expect to receive around 30 requests for service from customers via the Service Desk per week, and will be expected to manage 2-3 significant software upgrades per annum.

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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Business change									
Business change management	0	1	2	3	4	5	6	7
Requirements definition and management				☐				
Relationship management	0	1	2	3	4	5	6	7
Stakeholder relationship management					☐			
Solution development and implementation								
Installation and integration	0	1	2	3	4	5	6	7
Porting/software integration					☐			
Service management								
Service operation	0	1	2	3	4	5	6	7
Applications support					☐			
Problem management					☐			
Procurement and management support								
Supply management	0	1	2	3	4	5	6	7
Supplier relationship management					☐			

Business change

Business change management

Requirements definition and management - Level 3: Apply:
- Defines scope and business priorities for small-scale changes and may assist in larger scale scoping exercises.
- Elicits and discovers requirements from operational management and other stakeholders.
- Selects appropriate techniques for the elicitation of detailed requirements taking into account the nature of the required changes, established practice and the characteristics and culture of those providing the requirements.
- Specifies and documents business requirements as directed, ensuring traceability back to source.
- Analyses them for adherence to business objectives and for consistency, challenging positively as appropriate.
- Works with stakeholders to prioritise requirements.

Relationship management

Stakeholder relationship management - Level 4: Enable:
- Collects and uses feedback from customers and stakeholders to help measure effectiveness of stakeholder management.

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- Helps develop and enhance customer and stakeholder relationships.
- Implements a communications strategy, including, for example; handling of complaints; problems and issues; managing resolutions; corrective actions and lessons learned; collection and dissemination of relevant information appropriately.

Solution development and implementation

Installation and integration

Porting/software integration - Level 4: Enable:

- Configures software and equipment and tests platform-specific versions of one or more software products.
- Reports the outcome of testing and identifies potential improvements to the process and to the software products according to agreed designs and standards.

Service management

Service operation

Applications support - Level 4: Enable:

- Maintains application support processes, and checks that all requests for support are dealt with according to agreed procedures.
- Uses application management software and tools to investigate issues, collect performance statistics and create reports.

Problem management - Level 4: Enable:

- Initiates and monitors actions to investigate and resolve problems in systems and services.
- Assists with the implementation of agreed remedies and preventative measures.

Procurement and management support

Supply management

Supplier relationship management - Level 4: Enable:

- Collects performance data and investigates problems.
- Monitors and reports on supplier performance, customer satisfaction, and market intelligence.
- Resolves or escalates problems.
- Implements supplier service improvement actions and programmes.
- Monitors performance.

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.

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- 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 internal 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 providing applications support for one or more core business applications in a 24x7 environment.
Extensive experience of developing and managing customer relationships.

Skills:

BTP Framework

Business	0	1	2	3	4
Accountability				☐	
Decision Making				☐	
Effective Communications				☐	
Influencing Others				☐	
Initiative				☐	
Interpersonal Relationships				☐	

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	0	1	2	3	4
Negotiating				☐	
Teamworking				☐	
Technical	0	1	2	3	4
MS Project 2003/2010		☐			
Prince 2 methodology		☐			
SQL Developer (or similar GUI based DB viewer)			☐		

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.

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.

Influencing Others - Level 3: Extensive Experience
- Builds on successful organisational initiatives to gain support for ideas.
- Anticipates and builds on others reactions to keep momentum and support for an approach.
- Makes multiple, tailored efforts to persuade (e.g. one-to-one and group discussions, presentations, demonstrations).
- Builds behind the scenes support for initiatives.

Initiative - Level 3: Extensive Experience

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- 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.

Negotiating - Level 3: Extensive Experience
- Creates an open and constructive environment for negotiation and assures all parties that a fair solution will be attained.
- Persuades others to review their demands and change their original positions.
- Negotiates mutually acceptable agreements with all parties involved.
- Expresses ideas/solutions in an appropriate manner to over come resistance, complaints and frustration from others.

Teamworking - Level 3: Extensive Experience
- Listens to constructive feedback and incorporates suggestions to achieve collective objectives.
- 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

MS Project 2003/2010 - Level 1: Basic Awareness

Prince 2 methodology - Level 1: Basic Awareness

SQL Developer (or similar GUI based DB viewer) - Level 2: Working Experience

H. **AUTHORISATION DETAILS:**

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Area Commander /FHQ HoD:	Paul Hollister	Date:	6 Nov 2014
Evaluation Panel:		Date:	13 Nov 2014

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Appendix: Legend

- ☐ High priority
- ☐ Normal priority
- ☐ Low priority

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