



Role Profile

C5940 PO 1-4 Senior Technical Support Officer

Role Description

To provide technical support and development for the IT Directorate and Avon and Somerset Constabulary. The post holder provides professional and technical expertise and analysis within their specialism of Applications, Databases, Voice, Networks, Data Centre, Security, Servers, Radio and End Users within the IT Directorate.

The IT Directorate includes the technical analysis, design, development, installation, configuration, tuning and support of all devices, infrastructure and applications for the IT Directorate. The delivered services will operate to agreed performance standards.

Main Responsibilities

Works within a designated team and across virtual teams as necessary.

The service will include the administration, maintenance, development, installation, configuration and support of all devices, infrastructure and applications for the IT Directorate.

The delivered services will operate to agreed performance and ITIL standards.

Provides comprehensive technical knowledge to a range of technical support and development services. This will include, but is not limited to, the following:-

- o Provision, development and solution.
- o Installation and configuration
- o Inputs to development of standards
- o Service monitoring, asset management, pro-active prevention and associated maintenance.
- o Fault diagnosis and resolution
- o Upgrades and Patching
- o Undertakes various technical activities.

Ensures that the application/service operates to professional standards of quality and performance in terms of stability, availability and security, along with liaison with third-party suppliers, the provision of technical advice and guidance.

Understands and complies with use of all standard procedures and ITIL processes.

To evaluate the effectiveness of existing processes and practices within own area of work in order to identify and implement opportunities for change and innovation and enable continuous improvement.

To help create new knowledge base articles to share information for re-use throughout the team and IT Directorate and provide procedural documentation and relevant reports

To monitor, maintain and enhance working knowledge of emerging technology and industry best practice, gaining knowledge and expertise through hand-on experience, self-study, and other agreed learning environments.

To make recommendations for service improvement, utilising industry standards to provide risk mitigation.

To technically support the organisation and the IT infrastructure required to deliver and support the IT Directorate services and products to meet the needs of the force.

To manage a range of performance outcomes, and pro-actively recommend and implement service improvement measures.

Undertakes developmental or remedial actions as directed in response to review or business feedback.

Delivers tasks within technical projects, advising and recommendations in the development and implementation of solutions. Uses a combination of technical knowledge and interpersonal skills, including consultation skills.

To inform and deliver the strategy of the IT Directorate contributing to the overall strategy and vision of the organisation.

Rank\Scale

PO 1-4

Reports To

Business Partner / Delivery Manager

Supervisory Responsibility

The post holder will provide advice and guidance to more junior staff within the group.

Additional Information



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Avon and Somerset Constabulary are committed to the principles of Equal Opportunities for all and welcome applications from minority groups including disabled people.

Reasonable adjustments

Following consideration, reasonable adjustments will be implemented to enable disabled staff covered by the provisions of the Equality Act to undertake the core duties and responsibilities of a post in line with the Equality and Human Rights Commission (EHRC) guidance and code of practice on employment.

Additional Responsibilities:

You may be required to perform other duties which are not necessarily specified on the role profile, but which are commensurate with the responsibilities of the role holder.

Security Vetting:

It is the policy of the Avon & Somerset Constabulary to conduct security checks on all staff in line with the National Vetting Policy.

Experience and Qualifications

Essential

Experience of working in a mature IT Environment

Experience in relevant technologies

Ability to work on own initiative and as part of a team. Where appropriate must be able to task escalation and supervisory responsibilities and communicate effectively with a wide range of staff and external clients, service users and outside organisations.

A good standard of general education to A level standard or equivalent, such as HNC/HND, or experience gained in a technical organisation.

Understanding of contract processes and procedures together with an ability to monitor and maintain associated financial records together with good analytical and numerical skills required for the input, retrieval and manipulation of statistical and other data/information obtained from a variety of sources. Investigative skills are necessary where discrepancies have been identified, requiring corrective action to be taken.

Able to originate correspondence and prepare reports.

Customer service skills especially a pro-active approach to solving Client and Management Information requests is essential.

Thorough understanding and daily usage of ICT systems, word processing and spreadsheet packages and periodic usage of databases is required.

Good time management skills to enable completion of tasks within tight timescales.

Excellent verbal and written communication skills.

Methodical and consistent approach to the organisation of the workload.

Ability to act with tact and discretion and knowledge and experience in the use of data to fulfil reporting and management information requests.

BEHAVIOURS

Open to new ways of working.

Collaboration and communication across multiple people (colleagues, partners, suppliers) and teams.

Engages with stakeholders to conduct joint working, developing and maintaining relationships to enhance effectiveness

Ability to develop good relationships and co-operation within the team and with other colleagues across the directorate and organisation.

Works effectively as a team member and actively supports and assists colleagues to reach individual, team, directorate and organisations objectives.

This post has been designated as requiring the following vetting levels in accordance with the National Vetting Policy - Police Recruitment Vetting (RV).

Shortlisting

Shortlist

Criteria relevant to the job

Essential

Requirements necessary for safe and effective performance in the job



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Additional/ Useful

Where available, elements that contribute to improved/immediate performance in the job

Qualifications

A good standard of general education to A level standard or equivalent, such as HNC/HND, or experience gained in a technical organisation.

QE1

Experience

Experience of working in a mature IT Environment

EE1

Experience in relevant technologies

EE2

Ability to work on own initiative and as part of a team. Where appropriate must be able to task escalation and supervisory responsibilities and communicate effectively with a wide range of staff and external clients, service users and outside organisations.

EE3

Understanding of contract processes and procedures together with an ability to monitor and maintain associated financial records together with good analytical and numerical skills required for the input, retrieval and manipulation of statistical and other data/information obtained from a variety of sources. Investigative skills are necessary where discrepancies have been identified, requiring corrective action to be taken

EE4

Able to originate correspondence and prepare reports



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EE5

Customer service skills especially a pro-active approach to solving Client and Management Information requests

EE6

Thorough understanding and daily usage of ICT systems, word processing and spreadsheet packages and periodic usage of databases is required

EE7

Good time management skills to enable completion of tasks within tight timescales as well as methodical and consistent approach to the organisation of the workload

EE8

Excellent verbal and written communication skills.

EE9

Ability to act with tact and discretion and knowledge and experience in the use of data to fulfil reporting and management information requests.

EE10

Open to new ways of working

EE11



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Ability to develop good relationships and co-operation within the team and with other colleagues across the directorate and organisation

EE12

Collaboration and communication across multiple people (colleagues, partners, suppliers) and teams along with engagement with stakeholders to conduct joint working, developing and maintaining relationships to enhance effectiveness

EE13

Skills

Skill Category	Skill Name	Skill Level	Skill Description	For PDR
Core Values	Impartiality	Supervisory/Middle Manager	<p>Behaviours:</p> <ul style="list-style-type: none">• I take into account individual needs and requirements in all of my actions• I understand that treating everyone fairly does not mean everyone is treated the same• I always give people an equal opportunity to express their views• I communicate with everyone, making sure the most relevant message is provided to all• I value everyone's views and opinions by actively listening to understand their perspective• I make fair and objective decisions using the best available evidence• I enable everyone to have equal access to services and information, where appropriate	No
Core Values	Integrity	Supervisory/Middle Manager	<p>Behaviours:</p> <ul style="list-style-type: none">• I always act in line with the values of the police service and the Code of Ethics for the benefit of the public• I demonstrate courage in doing the right thing, even in challenging situations• I enhance the reputation of my organisation and the wider police service through my actions and behaviours• I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations• I am open and responsive to challenge about my actions and words• I declare any conflicts of interest at the earliest opportunity• I am respectful of the authority and influence my position gives me• I use resources effectively and efficiently and not for personal benefit	No



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Core Values	Public Service	Supervisory/Middle Manager	Behaviours: <ul style="list-style-type: none"> • I act in the interest of the public, first and foremost • I am motivated by serving the public, ensuring that I provide the best service possible at all times • I seek to understand the needs of others to act in their best interests • I adapt to address the needs and concerns of different communities • I tailor my communication to be appropriate and respectful to my audience • I take into consideration how others want to be treated when interacting with them • I treat people respectfully regardless of the circumstances • I share credit with everyone involved in delivering services 	No
Core Values	Transparency	Supervisory/Middle Manager	Behaviours: <ul style="list-style-type: none"> • I ensure that my decision-making rationale is clear and considered so that it is easily understood by others • I am clear and comprehensive when communicating with others • I am open and honest about my areas for development and I strive to improve • I give an accurate representation of my actions and records • I recognise the value of feedback and act on it • I give constructive and accurate feedback • I represent the opinions of others accurately and consistently • I am consistent and truthful in my communications • I maintain confidentiality appropriately 	No
Intelligent, Creative and Informed Policing	We analyse critically	Supervisory/Middle Manager	I ensure that the best available evidence from a wide range of sources is taken into account when making decisions. I think about different perspectives and motivations when reviewing information and how this may influence key points. I ask incisive questions to test out facts and assumptions, questioning and challenging the information provided when necessary. I understand when to balance decisive action with due consideration. I recognise patterns, themes and connections between several and diverse sources of information and best available evidence. I identify when I need to take action on the basis of limited information and think about how to mitigate the risks in so doing. I challenge others to ensure that decisions are made in alignment with our mission, values and the Code of Ethics.	No



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Inclusive, Enabling and Visionary Leadership	We are collaborative	Supervisory/Middle Manager	<p>I manage relationships and partnerships for the long term, sharing information and building trust to find the best solutions.</p> <p>I help create joined-up solutions across organisational and geographical boundaries, partner organisations and those the police serve.</p> <p>I understand the local partnership context, helping me to use a range of tailored steps to build support.</p> <p>I work with our partners to decide who is best placed to take the lead on initiatives.</p> <p>I try to anticipate our partners' needs and take action to address these.</p> <p>I do not make assumptions. I check that our partners are getting what they need from the police service.</p> <p>I build commitment from others (including the public) to work together to deliver agreed outcomes.</p>	No
Resolute, Compassionate and Committed	We are emotionally aware	Supervisory/Middle Manager	<p>I consider the perspectives of people from a wide range of backgrounds before taking action.</p> <p>I adapt my style and approach according to the needs of the people I am working with, using my own behaviour to achieve the best outcome.</p> <p>I promote a culture that values diversity and encourages challenge.</p> <p>I encourage reflective practice among others and take the time to support others to understand reactions and behaviours.</p> <p>I take responsibility for helping to ensure the emotional wellbeing of those in my teams.</p> <p>I take the responsibility to deal with any inappropriate behaviours.</p>	No



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Intelligent, Creative and Informed Policing	We are innovative and open-minded	Supervisory/Middle Manager	<p>I explore a number of different sources of information and use a variety of tools when faced with a problem and look for good practice that is not always from policing.</p> <p>I am able to spot opportunities or threats which may influence how I go about my job in the future by using knowledge of trends, new thinking about policing and changing demographics in the population.</p> <p>I am flexible in my approach, changing my plans to make sure that I have the best impact.</p> <p>I encourage others to be creative and take appropriate risks.</p> <p>I share my explorations and understanding of the wider internal and external environment.</p>	No
Inclusive, Enabling and Visionary Leadership	We deliver, support and inspire	Supervisory/Middle Manager	<p>I give clear directions and have explicit expectations, helping others to understand how their work operates in the wider context.</p> <p>I identify barriers that inhibit performance in my teams and take steps to resolve these thereby enabling others to perform.</p> <p>I lead the public and/or my colleagues, where appropriate, during incidents or through the provision of advice and support.</p> <p>I ensure the efficient use of resources to create the most value and to deliver the right impact within my areas.</p> <p>I keep track of changes in the external environment, anticipating both the short and long-term implications for the police service.</p> <p>I motivate and inspire others to achieve their best.</p>	No
Resolute, Compassionate and Committed	We take ownership	Supervisory/Middle Manager	<p>I proactively create a culture of ownership within my areas of work and support others to display personal responsibility.</p> <p>I take responsibility for making improvements to policies, processes and procedures, actively encouraging others to contribute their ideas.</p> <p>I am accountable for the decisions my team make and the activities within our teams.</p> <p>I take personal responsibility for seeing events through to a satisfactory conclusion and for correcting any problems both promptly and openly.</p> <p>I actively encourage and support learning within my teams and colleagues.</p>	No

NOS



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NOS Unit	Unit Name	Unit Description