



NORTHAMPTONSHIRE POLICE

JOB DESCRIPTION

JOB TITLE:	Application Support Engineer
SCALE:	ISD Scale 6
SUPERVISION AND CONTROL:	Application Support Manager
PLACE OF WORK:	Hybrid - Darby House / home working
HOURS OF WORK:	37

PURPOSE OF THE JOB: To maintain and technically administer the organisation's applications; ensuring these systems are efficient, effective and meet the needs of the organisation. To provide second-line support, administering application systems, and assisting with the design and future planning for those systems.

MAIN RESPONSIBILITIES:

1. Design and clearly document technical configurations for applications for support and reference purposes.
2. Provide expert advice and guidance to Digital and Technology in support of the IT Strategic planning process.
3. Provide support, as a second-line specialist, for the applications. Carry out administration, fault finding, problem solving and configuration tasks to ensure the resilience and restoration of IT services.
4. Develop and apply technical policies to ensure the secure use of applications, taking account of industry good practices, in accordance with organisational requirements and within guidelines agreed with the Application Support Manager.
5. Maintain and develop monitoring and reporting systems, undertake monitoring tasks and produce reports and statistics using these systems, as directed by the Technical Support Manager.
6. Liaise with colleagues in other disciplines to ensure activities are timely and coordinated, to minimise impact on the operational business.
7. Provide reliable and efficient integration of APIs and applications.
8. Research developments and leading practices with regard to applications including Software as a Service offerings, and highlight opportunities that may be beneficial to the organisation.
9. Share second-line on-call duties with other staff within the department.
10. Liaise with third-party suppliers and other Police and Fire organisations to ensure correct and timely installation and maintenance services.

NOTE:

The job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which the post holder will be required to work. In the interests of effective working any major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and other consequential changes will be carried out in consultation with the post holder. The post holder will be also required to carry out such other duties as may be determined from time to time to be within the general scope of the post.

CONDITIONS OF SERVICE:

The appointment will be full time and subject to the conditions of service of the Police Staff Council.

The annual leave entitlement is 23 days with a further 5 days after 5 years continuous service.

PERSON SPECIFICATION

APPLICATION SUPPORT ENGINEER

ESSENTIAL CRITERIA

Configuration Management: SFIA Level 5

- You can evidence that you are able to plan the capture and management of CIs and related information.
- You can show that you can agree the scope of configuration management processes and the configuration items (CIs) and related information to be controlled.
- You can show that you have experience identifying, evaluating and managing the adoption of appropriate tools, techniques and processes (including automation) for configuration management.
- You can demonstrate experience contributing to the development of configuration management strategies, policies, standards, and guidelines.

Application Support: SFIA Level 5

- You can demonstrate you can ensure that all requests for support are dealt with according to set standards and procedures.
- You can show that you can draft and maintain procedures and documentation for application support.
- You can show you have experience of managing application enhancements to improve business performance.
- You can evidence you are able to advise on application security, licensing, upgrades, backups, and disaster recovery needs.

Customer Service Support: SFIA Level 3

- You can demonstrate your ability to act as the routine contact point, receiving and handling requests for support.
- You can demonstrate you are able to respond to a broad range of service requests for support by providing information to fulfil requests or enable resolution.
- You can demonstrate experience of providing first line investigation and diagnosis and promptly allocate unresolved issues as appropriate.
- You can demonstrate you are able to assist with the development of standards, and apply these to track, monitor, report, resolve or escalate issues.
- You can show you know how to contribute to creation of support documentation.

Incident Management: SFIA Level 5

- You can demonstrate that you can ensure that incidents are handled according to agreed procedures.
- You can demonstrate knowledge of how to investigate escalated incidents to responsible service owners and seek resolution.
- You can demonstrate you know how to facilitate recovery, following resolution of incidents.

- You can demonstrate you know how to ensure that resolved incidents are properly documented and closed.
- You can evidence that you know how to analyse the causes of incidents, and inform service owners in order to minimise probability of recurrence, and contribute to service improvement.
- You can demonstrate experience in analysing metrics and reports on performance of the incident management process.

Service Level Management: SFIA Level 4

- Can demonstrate that you are able to perform defined tasks to monitor service delivery against service level agreements and maintain records of relevant information.
- Can show you are able to analyse service delivery performance to identify actions required to maintain or improve levels of service.
- Can demonstrate experience of initiating and reporting on actions to maintain or improve levels of service.

Problem Management: SFIA Level 4

- You can demonstrate you are able to initiate and monitor actions to investigate and resolve problems in systems, processes and services.
- You can show that you can determine problem fixes and remedies.
- You can show that you have experience collaborating with others to implement agreed remedies and preventative measures.
- You can demonstrate that you know how to support analysis of patterns and trends to improve problem management processes.

Ownership and Initiative: DDaT Level Working

- You can demonstrate that you are able to own an issue until a new owner has been found or the problem has been mitigated or resolved.

Service Management Framework Knowledge: DDaT Level Awareness

- You have a Level 3 Service Management Framework qualification.

Technical Understanding: DDaT Level Working

- You can show that you understand core technical concepts related to the role and can apply them with guidance.

Testing: DDaT Level Working

- You can evidence your ability to review requirements, specifications and define test conditions.
- You can demonstrate that you can identify issues and risks associated with work while being able to analyse and report test activities and results.

User Focus: DDaT Level Working

- You can show that you are able to identify needs and engage with users or stakeholders to collate user needs evidence.

- You can demonstrate that you understand and can define research that fits user needs.
- You can demonstrate that you can use quantitative and qualitative data about users to turn user focus into outcomes.

DESIRABLE CRITERIA

1. You will have demonstrable experience of carrying out a similar role in a law enforcement or fire service context.
2. You will have experience in an environment that routinely handles sensitive data while demonstrating an understanding of the principles of assessing risk of harm or equivalent qualitative analytical methods.

NORTHAMPTONSHIRE POLICE

MARKING SPECIFICATION

ESSENTIAL CRITERIA

6	5	4	3	2	1

DESIRABLE CRITERIA

TOTAL

KEY

- 1-Poor
- 2-Markedly less than acceptable
- 3-Slightly less than acceptable
- 4-Acceptable
- 5-Slightly more than acceptable
- 6-Markedly more than acceptable