



NORTHAMPTONSHIRE POLICE

JOB DESCRIPTION

JOB TITLE:	Senior User Support Analyst
SCALE:	ISD SO1
SUPERVISION AND CONTROL:	User Support Manager
PLACE OF WORK:	Hybrid - Darby House / home working
HOURS OF WORK:	37

PURPOSE OF THE JOB: To provide responsive 3rd line technical services in support of Digital and Technology services and to give remote support to all Fire and Police users ensuring the continued operation of Fire and Police computer systems and mobile devices across Northamptonshire. To be the senior analyst in the User Support Team to work closely with the analysts, providing support to their technical decision making.

MAIN RESPONSIBILITIES:

1. To provide responsive 3rd line technical services in support of Digital and Technology services and to give remote support to all Fire and Police users
2. To support the User Support Analysts in carrying out delivery of remote second-line support for services delivering infrastructure, end-user hardware and general software solutions.
3. To prioritise, plan, direct and supervise the work of the User Support Team to make best use of team resources in meeting the needs of Fire and Police teams.
4. Feed into the development of the Incident Management process, review its effectiveness and direct other staff, as appropriate, to ensure the process remains relevant to all stakeholders.
5. To develop and maintain standards for documentation, knowledge capture and sharing to make best use of available information.
6. To provide expertise and development in the building of workstation images to ensure hardware issues are understood and addressed.
7. To implement practices and procedures to underpin the delivery of support activity to users of Fire and Police.
8. To maintain standards for documentation, knowledge capture and sharing to make best use of available information.
9. To identify opportunities for the automation of onerous and repetitive tasks, to improve efficiency within the team.
10. To analyse Incidents with a view to identifying and transferring underlying issues to the problem management process, in accordance with ITIL Problem Management.
11. To manage the resolution of specific Incident and Problems, as appropriate.
12. To invoke third-party support, in accordance with established processes, and to assist and support third-party contractors in their work for Fire and Police.
13. To be part of the IT on-call service for Police and Fire.

14. To provide third-line support to any East Midlands Fire and Police unit, for all IT related services that are delivered as part of a joint venture in accordance with the EM Incident Management process.
15. To facilitate data retrieval for personal requests, authorised PSD investigations and FOI requests.
16. To identify opportunities, and to create appropriate tools for the automation of onerous and repetitive tasks, to improve efficiency within the department.

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 24 days with a further 5 days after 5 years continuous service.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

Customer Service Support: SFIA Level 5

- You can show that you have experience being responsible for day-to-day management, resource planning and work allocation to meet agreed service levels.
- You can evidence that you are able to specify, agree and apply standards.
- You can demonstrate that you can ensure that tracking and monitoring of performance of service delivery through all channels (human, digital, self-service, automated) is carried out, metrics and reports are analysed, and issues are resolved.
- You can demonstrate knowledge of how to draft and maintain policy, standards and procedures for the customer service or service desk functions.
- You can show that you can ensure that the catalogue of requestable and supported services is complete and current.

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 5

- You can demonstrate experience in ensuring that service delivery meets agreed service levels.
- You can evidence that you are able to create and maintain a catalogue of available services.
- You can provide evidence of your experience in negotiating service level requirements and agree service levels in consultation with the customer.
- You can show you have experience in diagnosing service delivery problems and initiate actions to maintain or improve levels of service.
- You are able to demonstrate that you can establish and maintain operational methods, procedures and facilities in assigned area of responsibility and review them regularly for effectiveness and efficiency.

Asset Management: SFIA Level 5

- You can evidence the ability to manage and maintain the service compliance of all IT and service assets in line with business and regulatory requirements involving knowledge of financial and technical processes, tools and techniques.
- You can show knowledge of how to identify, assess and communicate associated risks.
- You can demonstrate knowledge of how to ensure asset controllers, infrastructure teams and the business co-ordinate and optimise value, maintain control and maintain appropriate legal compliance.

Problem Management: SFIA Level 4

- You can show you know how to initiate and monitor actions to investigate and resolve problems in systems, processes and services. Determines problem fixes/remedies.
- You can demonstrate you can assist with the implementation of agreed remedies and preventative measures.

Continual Service Improvement: DDaT Level Working

- You can demonstrate that you can identify process optimisation opportunities with guidance and contribute to the implementation of proposed solutions.

Ownership and Initiative: DDaT Level Practitioner

- You can demonstrate experience of taking accountability of issues that occur and be proactive in searching for potential problems.
- You can demonstrate that you know how to achieve excellent user outcomes.

Service Focus - DDaT Level Working

- You can show you know how to take inputs and establish coherent frameworks that work.

Service Management Framework Knowledge: DDaT Level Working

- You have a Level 3 Service Management Framework qualification and knowledge of life cycle and / or capability elements of ITIL (Information Technology Infrastructure Library).

Technical Understanding: DDaT Level Working

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

User Focus: DDaT Level Working

- You can demonstrate that you can identify needs and engage with users or stakeholders to collate user needs evidence.
- You can show that you understand and can define research that fits user needs.

