



NORTHAMPTONSHIRE POLICE

JOB DESCRIPTION

JOB TITLE:	System Admin Manager
SCALE:	SO1
SUPERVISION AND CONTROL:	Service Desk Manager
PLACE OF WORK:	Hybrid - Darby House / home working
HOURS OF WORK:	37

PURPOSE OF THE JOB: To manage the systems administration function for all key operational systems and technologies managed by Digital and Technology, across Fire and Police.

MAIN RESPONSIBILITIES:

- Manage the delivery of an effective systems administration service for all key operational systems and technologies managed by Digital and Technology and regional collaborations; facilitating systems access and maintaining the quality and integrity of systems data.
- To prioritise, plan, direct and supervise the work of the Systems Administration Team to make best use of team resources in meeting the needs of Fire and Police.
- To attend regional meetings for East Midlands systems; to represent the Fire and Police and to contribute towards the development and updating of procedures and identify areas for change.
- To represent the Systems Administration Team and provide expert administrative advice at a local, regional and national level.
- To line manage the System Administration Team members, and where necessary work with them to progress their personal and professional development.
- To personally manage where appropriate the resolution of specific requests and events submitted to the Systems Administration Team.
- To oversee the migration of content from legacy sources to the Fire and Police Intranet and the implementation of new Intranet sites.
- To work alongside other team managers within Digital and Technology to effectively transition new services into the team ensuring appropriate processes are in place so as to maintain appropriate service levels.
- To provide expert advice to other Digital and Technology teams, managers, users and partner agencies regarding systems access, intranet use and content management and corporate taxonomy.
- To work with other Digital and Technology managers to develop internal Event and Access Management processes to ensure the processes remain relevant to all stakeholders.
- Lead system administration activities ensuring consistency of approach, effective implementation and compliance with current data protection law; developing processes and setting standards to ensure secure use of systems and technology.
- To develop and maintain standards for documentation to ensure team procedures are documented to an appropriate standard to facilitate ongoing support.

- To identify opportunities for the automation of onerous and repetitive tasks, to improve efficiency within the team.
- Manage the creation and maintenance of policies on access requirements as directed by Service Owners and the Fire and Police Information and Security Officer thereby ensuring end users securely operate all administered 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 24 days with a further 5 days after 5 years continuous service.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

Application Support: SFIA Level 5

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

Incident Management: SFIA Level 5

- You can show that you are able to develop, maintain and test incident management procedures in agreement with service owners.
- You can demonstrate experience of investigating escalated, non-routine and high-impact incidents to responsible service owners and seek resolution.
- You can show you are able to facilitate recovery, following resolution of incidents. You can demonstrate that you can ensure that resolved incidents are properly documented and closed.
- You can demonstrate experience of analysing causes of incidents, and inform service owners to minimise probability of recurrence, and contribute to service improvement.
- You can show that you are able to analyse metrics and reports on the performance of the incident management process.

Problem Management: SFIA Level 5

- You can demonstrate that you are able to ensure that appropriate action is taken to anticipate, investigate and resolve problems in systems and services.
- You can show you have experience making sure that such problems are fully documented within the relevant reporting systems.
- You can demonstrate that you can enable development of problem solutions. Coordinates the implementation of agreed remedies and preventative measures.
- You can show you know how to analyse patterns and trends and improve problem management processes.

Configuration Management: SFIA Level 5

- You can demonstrate experience in planning the capture and management of CIs and related information.
- You can show you have knowledge of agreeing scope of configuration management processes and the configuration items (CIs) and related information to be controlled.
- You can demonstrate you can identify, evaluate and manage the adoption of appropriate tools, techniques and processes (including automation) for configuration management.

- You can demonstrate previous experience in contributing to the development of configuration management strategies, policies, standards, and guidelines.

Service Level Management: SFIA Level 5

- You can show you have experience ensuring that service delivery meets agreed service levels.
- You can demonstrate you know how to negotiate service level requirements and agreed service levels with customers.
- You can show you know how to diagnose service delivery problems and initiate actions to maintain or improve levels of service.
- You can show you know how to establish and maintain operational methods, procedures and facilities and review them regularly for effectiveness and efficiency.

Continual Service Improvement: DDaT Level Working

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

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.
3. Relevant industry qualifications

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