



NORTHAMPTONSHIRE POLICE

JOB DESCRIPTION

JOB TITLE:	User Support Administrator
SCALE:	ISD Scale 5
SUPERVISION AND CONTROL:	User Support Manager
PLACE OF WORK:	Hybrid - Darby House / home working
HOURS OF WORK:	37

PURPOSE OF THE JOB: To provide first line support to the users of the Fire and Police, ensuring the continued operation of Fire and Police computer systems and devices.

MAIN RESPONSIBILITIES:

1. To provide first-line triage and support for all IT related services support for the Fire and Police organisations.
2. To be the main point of contact for users, ensuring that they are kept up to date on the progress of their call.
3. To update asset inventories, Incident and Problem Management tools and all other relevant Service Desk systems, ensuring amendments are accurate and in accordance with the current standards.
4. To undertake established monitoring activities, in accordance with the Event Management process.
5. To identify underlying issues in accordance with the Problem Management process.
6. 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.
7. To give advice and best-endeavour assistance concerning non-Digital and Technology assets, e.g. projectors, sound systems etc.
8. To advise the User Support Manager of any matters concerning safety, software licensing, computer viruses or similar issues that require further action.
9. To create and maintain standards for technical support documentation, for all activities outlined above.
10. To provide first-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.

11. To facilitate data retrieval for personal requests, authorised PSD investigations and FOI requests.

12. To be part of an out of hours call-out service

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 USER SUPPORT ADMINISTRATOR

ESSENTIAL CRITERIA

Incident Management: Level 3

- You can demonstrate that you follow agreed procedures, identify, register and categorise incidents.
- You can evidence that you gather information to enable incident resolution and promptly allocate incidents as appropriate.
- You can show that you maintain records and advise relevant persons of actions taken.

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.

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.

Asset and Configuration Management: DDaT Level Awareness

- You can demonstrate you know how to track, log and correct information to protect assets and components.

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.

Customer Service Management. DDaT Level Practitioner

- You can evidence that you are able to maintain a high level of customer service and have the confidence to deal with complex complaints.
- You can show you know how to use empathy to satisfy customer demands.

User Focus: DDaT Level Working

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