

JOB PROFILE

POST TITLE:	Specialist Technical Support Level 4
GRADE:	H
DEPARTMENT:	Business Services – Digital Services
RESPONSIBLE TO:	Specialist Technical Support Lead
RESPONSIBLE FOR:	Specialist Technical Support Level 3
LOCATION:	Hindlip
JOB PURPOSE:	<p>Working as a member of the Specialist Technical Support Team and providing some local supervision of work colleagues as required, contributing to an efficient and effective Customer Service, ensuring a quality end to end ICT Service for West Mercia Police.</p> <p>To provide a high level of technical support across West Mercia Police, both to internal customers and to external customers ensuring the department is offering the best level of service in terms of ICT services, specialist applications and equipment.</p>

MAIN RESPONSIBILITIES:

1. To provide a technical support level.4 capability, to carry out appropriate customer problem solving activities, including invoking external support as necessary.
2. To work, as directed by the Team Leader, to deliver an effective, high quality service to the organisation and all its customers. Research customer issues in a timely manner and follow up directly on recommendations and action plans.
3. To deliver an effective, high quality service to the organisation and all its customers. Research customer issues in a timely manner and follow up directly on recommendations and action plans for resolution.
4. To manage and work with suppliers/partners to deliver an effective and efficient seamless service provision as required.
5. To provide required documentation to the prescribed standard for the service teams and ensure any change in procedure and/or documentation is available to relevant parties at the earliest opportunity.

6. To help to create new knowledge base articles to share information for reuse throughout the team and customer base (where necessary).
7. To diagnose faults with technical systems and take appropriate action, escalating as necessary ensuring proper recording, investigation, identification and resolution.
8. To maintain/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.
9. To technically support the operation and control of the ICT estate as required to maintain, deliver and support IT services and products to meet the needs of the force.
10. To be familiar with and support the aims and objectives of the team, department, contributing to the overall vision of the directorate and organisation.
11. To take individual responsibility for fully understanding, and acting upon, situations that require the pursuit of purpose over process.
12. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.
13. To delegate for the Specialist Technical Support Lead as required.
SUPERVISOR RESPONSIBILITIES:
<ul style="list-style-type: none"> • To lead a team, managing their welfare and ensuring high levels of motivation.
<ul style="list-style-type: none"> • To monitor and manage the performance of the team, identify and address issues and improve team/individual performance, ensuring adherence to professional standards.
<ul style="list-style-type: none"> • To assess individual capabilities and development needs and agree appropriate development plans to enable high performance and potential progression.
<ul style="list-style-type: none"> • To co-ordinate the work of the team, directing activities, monitoring progress and managing competing demands and priorities to ensure the best use of available resources.
<ul style="list-style-type: none"> • To supervise and monitor the handling of information and record keeping, ensuring alignment with legislation, policies and guidance.
<ul style="list-style-type: none"> • To monitor and report on team expenditure to ensure the efficient use of available budgets and maximise value for money.
<ul style="list-style-type: none"> • 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.

Special Conditions:	On call commitment as required
Security level:	Management Vetting

BEHAVIOURS: SUPERVISOR

All post holders are expected to know, understand and act within the ethics and values of the Police Service. These nationally recognised behaviours and values are set out in the Competency and Values Framework (CVF).

The CVF has six competencies that are clustered into three groups:

- **Resolute, compassionate and committed**
- **Inclusive, enabling and visionary leadership**
- **Intelligent, creative and informed policing**

Under each competency there are three levels that show what the behaviours will look like in practice.

This role requires the post holder to be operating at or working towards **Level 2** of the CVF.

PERSON SPECIFICATION:

Knowledge:

- ICT (Level 5) professional qualification or equivalent ICT qualification.
- Professional Management qualification (Level 5), or equivalent.
- ITIL certification in IT Service Management, or similar.
- Knowledge and understanding of Industry Best Practice and relevant guidelines such as ITIL v4.
- Significant knowledge of relevant IT technologies and applications their use and application.
- Substantial knowledge, acquired through hands-on experience, in a specialist technical support environment for both hardware and software.

Desirable: Level 3 Team Leader/Supervisor qualification, or equivalent.

Successful applicants who do not have this qualification will be given the opportunity to achieve it through the Police Staff 'Up Skill' Apprenticeship Scheme, following successful completion of their probationary period.

Experience:

- Vast experience working within physical and virtual teams, helping to manage workloads.
- Substantial experience in problem solving, solutions development and system management.
- Significant experience of supporting a diverse user base on both hardware and software related issues.
- Complex issue triage, problem investigation and coordination to closure including major incidents.
- Significant experience of Microsoft Products, Network, VMware, Storage and Back-up, Storage, various OS environments and Business applications.
- Ability to drive complex application recoveries in a high pressured area.

Key Skills:

- A positive “can do” attitude and flexibility in taking on a broad range of IT responsibilities and tasks at short notice.
- A commitment towards delivery quality customer service to internal and external customers.
- Ability to remain calm and controlled and maintain high performance within a mission critical service delivery environment.
- Excellent written and verbal communications skills.
- Ability to work within a multi-discipline team responsible for supporting key technologies.
- Requires a high level of accuracy and attention to detail.
- Demonstrable flexible approach to work, high level of self-motivation.
- Ability to manage the implementation of system upgrades, working with other ICT technical staff, business users and 3rd party suppliers.
- Ability to quickly absorb and understand the technical aspects of any new ICT technologies.