



Job Description

Title – [Communications Support Analyst]

Version - [4.1] **Date** - [December 2018]

Post Number: [TT002]
Grade /Scale: [Scale 6]
Weekly Hours: [37]
Department: [IT Department]
Status: [Established]
Responsible To: [Senior Communications Analyst]
Responsible for: [No supervisory responsibility]
Location Work base: [Force Headquarters]
Job Role /Purpose: [Maintenance and Support of the Forces Critical Communications Network and to provide a service management and support function within the I.T. Department.]
Contacts: [Police and Support staff of the Force. External organisations, other Forces]
Equality and Diversity [Actively advance diversity /equality, work towards eliminating discrimination, harassment and victimisation and foster good relations between all groups of people]

Person Specification

Knowledge, Skills & Abilities

Essential Criteria

A clear definition of the necessary criteria.

Knowledge/ Education (including qualifications):

1. Possess GCSE Mathematics and English grade C or above, or equivalent
2. To have achieved a pass in at least one of the modules required to gain MCSE or equivalent.

Work Experience:

3. Demonstrate experience in a support role including liaison with suppliers and users.
4. Demonstrate previous responsibility for configuration, deployment and maintenance of technical equipment including asset management.
5. Demonstrate experience in monitoring adherence to Service Level Agreements for maintenance and service contracts

Personal / Interpersonal Skills, Aptitudes:

6. Teamwork and Flexibility - Possess the ability to work as part of a team but use initiative and be creative when required. Demonstrate the ability to absorb, rapidly, new technical information as required and be able to have a flexible approach when reacting to changing situations.

7. Service Focus - Demonstrate the ability to deal with suppliers and users in a professional manner. Maintains focus on the whole life of service delivery - designs, develops, delivers and operates. Ensures that a set of IT products, suppliers and vendors come together to deliver an IT service.

8. Change management: - Able to manage changes to service, configuration items, organisational change, supplier change and associated documentation. Able to request changes due to incidents or problems to provide effective control and reduction of risk to the security performance and availability. Ensures compliance of the business services impacted by the change. Understands policy, principles and approach. Applies understanding and knowledge in project or programme activities. Develops experience in the use of key change management tools and processes.

9. Incident management. - Coordinates the response to incident reports, ensuring relevant prioritisation and detail to allow effective investigation. Identifies the correct procedures or channels for resolution and monitors resolution activity and progress updates to customers. Understands key change management tools and processes.

10. Ownership and initiative - Takes ownership of problems and proactively resolves technical problems, ensuring that technical solutions continue to meet business requirements. Takes full accountability for actions taken and decisions made.

11. Problem management - Understands and identifies problems, analysing and helping to identify the appropriate solution. Is able to classify and prioritise problems, document their causes and implement remedies.

Special Skills:

12. Hold a current driving licence. |

Other:

| |

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Desirable Criteria

Where available, elements that contribute to improved / immediate performance in the job.

Knowledge/ Education (including qualifications):

1. Possess appropriate technical qualification(s). |

Work Experience:

2. Demonstrate having previously conducted procurements for equipment and services.
3. Demonstrate the use of and familiarity with the type of equipment the Force is using
 - IP telephony,
 - Digital radios,
 - Body Worn Video Cameras,
 - Smart Phones
 - ANPR

4. To have experience of supporting information and communication systems in an emergency services role.
5. Demonstrate an understanding of information security issues and how they apply to an emergency services environment.
6. 1. Is I.T. experienced and literate, particularly with
 - Microsoft Windows,
 - Word and Excel.

TCP/IP networks]

Personal / Interpersonal Skills, Aptitudes:

7. Ability to convey technical aspects to non-technical users in an understandable and concise way.
8. User Focus - Understands users and can identify who they are and what their needs are based on evidence. Able to translate user stories and propose design approaches or services to meet these needs and engages in meaningful interactions and relationships with users. Puts users first and can manage competing priorities.

Special Skills:

9. Have experience of, and able to demonstrate, practical engineering abilities.]

Other:

10. Must be capable of lifting and moving personal computer equipment (e.g. Base units weighing 25kg)*]

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Core Responsibilities/ Accountabilities

Operational:

1. Airwave/ESN Tactical advice

Management/Leadership:

None Required

Technical:

1. Advise on the critical communications and information systems requirements for planned events and co-ordinate delivery of the solution.
2. Deploy/recover equipment and order services for planned events and emergency operations.
3. Provide a technical support resource during planned events and emergency incidents
4. Be an Airwave Tactical Advisor or be prepared to be trained to meet this criteria.
5. Provide support and advice for any of the end user devices that are the responsibility of IT Comms.
6. Provide support for the deployment and maintenance of the forces IP Telephony (Including but not exclusively, Active Directory, MS Exchange, Skype for business and Openscape 4000)
7. Provide Support for Control room Communications Technology (ICCS, Radio, Telephone, Data)
8. Provide support for Smart Phone Technology
9. Provide support for telecommunications audio recording (Currently Redbox)
10. Provide Support for Body Worn Video Cameras
11. Provide support for ANPR cameras.
12. Ensure availability of systems, equipment and services in line with required SLA's.
13. Provide advice on the use and technical aspects of equipment and services.
14. To provide an out of hours on-call service. This requirement will normally be for 1 week in 4 or 1 week in 5.
15. Liaison with suppliers and users to ensure operational requirements and service level agreements are maintained and amended as required.
16. Ordering of ancillary and spare equipment as and when required

Communication:

1. To provide a first class customers service function working daily with operational staff to ensure they have access to critical communications.
2. Prepare reports and discussion documents in a professional manner for both internal and external consumption
3. To represent the Force at regional levels, to support partnership working by the most appropriate medium

Administration:

1. Maintain asset management and configuration records in an accurate manner.
2. Configure equipment and systems to ensure its performance is in line with operational and support requirements.
3. Ensure that prescribed security methods and protocols are adhered to.
4. Provide management and engineering reports covering the use and performance of equipment, systems and services.
5. Reconciliation of invoices from suppliers.

General:

Maintenance of equipment and systems

1. Document procedures and assistance to enable end-users to support and exploit equipment and systems with minimum technical knowledge.
2. Provide a fault handling service and follow the appropriate fault handling procedure to ensure the availability of communication facilities to the Force.
3. Ensure third party service and maintenance contracts are performed within the prescribed service level agreements.
4. Perform first line support on equipment and systems to comply with Health and Safety and maintain satisfactory operation. To supervise contract work ensuring agreed works are completed within defined timescales.
5. Ensure that all systems and services are introduced and supported in accordance with the Information Security Policy of the Force.
6. Must be capable of lifting and moving personal computer and communications Equipment (Up to around 20kg) and be able to work under desks for physical connection of cables.*

Other:

Please enter text here

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Personal Values /Competencies

The competency and values framework sets out nationally recognised behaviours.

The framework has 6 Competencies – each competency can be split into 3 levels to fit around policing and non policing roles see here : [Competency and Values framework](#)

We analyse critically
We are innovative and open-minded
We are emotionally aware
We take ownership
We are collaborative
We deliver, support and inspire

All competencies are underpinned by 4 Values that should underpin everything that we do :

Integrity
Impartiality
Transparency
Social responsibility

Other

Security Check Levels refer to vetting for the specific levels that relate to this job role:

1) Please select one - Recruitment Vetting (RV) ☐ or Management Vetting (MV) ☒

2) Please select one - Counter Terrorist Checks (CTC) ☐ or Security Check (SC) ☒

3) Please select one - Developed Vetting (DV) ☐ or N/A ☒

Date line manager checked vetting level needed :

Car User: Yes ☒ / No ☐ - Essential /Casual Allowance {per mile / day etc}: Please enter text here

Budgetary Management: Yes ☐ / No ☒ Budget Value approximate value £ Please enter text here

Additional Information: Please enter text here

Reasonable adjustments

Please enter text here

Organisation Chart

Manager Level

Team Leader Level

Supervisor Level

Administration
Level

Administration
Level

Administration
Level

Clerk Level

Clerk Level

Clerk Level