



Job Description

Solutions Developer

Post Number:	TC019
Grade /Scale:	PO40 - £42,597 - £45,873 plus a £5,000 market supplement (<i>market supplement is agreed for a 12-month period and then reviewed annually</i>)
Weekly Hours:	37
Department:	EMSOU – Technical Services
Status:	Established
Responsible To:	Senior Solutions Architect
Responsible for:	No Direct Supervision
Location Work base:	In the vicinity of Junction 27 of the M1
Job Role /Purpose:	To work with the business, regional and national stakeholders to identify, plan, design and deliver new information technology, services and software solutions across EMSOU and the region. To further identify areas and opportunities to improve and support existing technology and critical infrastructure. To be responsible for technical design, implementation, maintenance, security, final line support and budgeting for a wide range of national, regional, local and collaborative systems and interfaces. To provide the technical expertise to resolve and to manage IT related issues and to deliver innovative solutions to business problems.
Contacts:	Officer and civilian employees at all levels of the force, other forces, partner agencies, manufacturers and suppliers of information technology equipment and systems, and their representatives.
Health and Safety:	To comply with the health and safety policy and its associated procedures and co-operate with your manager and the force to protect your health and safety and that of other people. To comply with the relevant risk assessments for your job role and report accidents, incidents and near misses.
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):

- Qualified to a degree level in a Computer Science or Technology discipline (e.g. Computer Science, Software Development, Computer Engineering, etc), or hold a professional qualification in a relevant subject (e.g. MBCS or equivalent) or demonstrate work experience to an equivalent level.

Work Experience:

- Experience of conceptualising and identifying solutions, taking responsibility for all aspects of the design, development, implementation and technical management of enterprise grade applications, ETL, and software development. Experience of adopting 'blue sky thinking' to conceptualise and develop new technical solutions to resolve complex business problems.
- A strong understanding of software development technologies and demonstrable experience of utilising and implementing such technology in a secure and practical way on physical, virtual system and cloud platforms (Private/Public).
- Knowledge and experience of developing and managing a data warehouses, business intelligence applications, and using ETL tools.
- Experience of investigating, identifying and taking the responsibility for the resolution of complex software and technical issues in a disciplined and analytical manner. Taking advantage of opportunities and overcoming problems that arise from unexpected situations.
- Experience of taking ownership of a project throughout the full implementation lifecycle, utilising appropriate methodologies and techniques.
- Experience and a good working knowledge of implementing systems and services that conform to the requirements of internal and external security standards (e.g. relevant British and ISO standards, Cyber Essentials, NCSC and NIST).

Special Skills:

- Practical experience in the use, design and construction of relational databases, and experience of investigating and understanding DB schemas and data models.
- Experience of using some of the following: SQL, XML, XSS, XSD, C#, ASP.Net, ASP.Net MVC, Python, Windows Forms, CSS, JQuery, Version Control (SVN, Git), Visual studio, SSIS, SSRS, Restful API, ASMX, WCF SOAP XML and bootstrapped responsive HTML5.
- Experience of open system multi-tiered environments, using Windows, Microsoft Development tools such as Visual Studio, SQL Server Management Studio, and Oracle based tools such as Toad.

Personal / Interpersonal Skills, Aptitudes (Interview):

- Ability to work on own initiative and as part of a team, with an ability to communicate effectively (both written and verbal) to a technical and non-technical audience.
- A passion for maintaining existing skills and acquiring new capabilities via a mix of self-learning and formal training.

** 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):

- Knowledge of project management techniques such as Prince 2, Waterfall, Agile, Scrum, etc.

Work Experience:

- Have an understanding of operational police work and be able to advise and to assist in developing solutions using Information Technology as a catalyst for improving processes and solving business problems.
- Experience of Office 365 and other established technologies such as Cloud, SQL Server, etc.
- Experience of managing and planning budgetary control over the lifecycle of a development project.
- Knowledge and experience of data architecture, modelling and analysis.

Special Skills:

- Creating applications in Office 365 SharePoint and PowerApps.
- Potential to take the lead role in software development using core technologies such as RDBMS, Office 365, SharePoint & intranet.
- Knowledge of Robotic Processing Automation, Machine Learning and Artificial Intelligence such as Chat Bots.
- In-depth understanding of legislation regarding data security affecting public sector organisations.
- Experience of ETL processes and data engineering with SQL (including SSIS) and NoSQL.

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

Core Responsibilities/ Accountabilities

Operational:

To engage with third party suppliers and specialist resources as appropriate. Effectively managing third parties to identify and engage additional specialist skills as appropriate.

To maintain documentation of systems, processes and problems using the appropriate tools and techniques (e.g. Agile, software versioning and revision control, UML, DFD, network diagram, etc.)

To manage systems and to suggest technical and system optimisations through a multi-year solution lifespan to maintain and enhance business benefits.

Identifying and implementing appropriate system backup, recovery and business continuity processes.

Provide a technical and infrastructure expert view for procurement decisions and to influence decisions based on best practise and current industry thinking.

Prioritising, planning, scheduling and monitoring of own work.

Meet with stakeholders and gathering and prioritising requirements.

Create technical specifications outlining the different software components.

Assist the Senior Responsible Officer, users, criminal justice partners and other stakeholders in developing business cases for new ICT projects establishing requirements leading to solutions and designs that meet business and ICT strategic requirements.

To lead on the specification, procurement, software development, testing, implementation, support and documentation of projects, services and systems to meet strategic business goals within agreed budgets using appropriate technical and security standards, techniques and timescales.

To specify, implement and configure business Intelligence and analytical tools and cloud-based software components to enable digital transformation.

To plan, write, test and install software and interfaces to industry standards.

To assist users and criminal justice partners with the business justification, and to manage and take responsibility for the conceptualisation, specification, software development, procurement, testing, implementation, support and documentation of new systems within agreed budgets using current technical standards, techniques and technologies.

To assist and advise users and criminal justice partners with the modification of business processes to maximise the potential benefits of new and existing systems and services taking into account current business strategy.

To develop capital, revenue and resource costs for development projects.

To manage project budgets, capital and revenue expenditure associated with the implementation and delivery of systems to allow the Finance/Admin Officer to perform preparation of annual budgets and monitoring of expenditure.

Be responsible for checking invoices to confirm the work has been completed and the invoice value is as ordered. Advise the Finance/Admin Officer of any potential over or under-spend and ensure the payments register is accurately updated.

To manage the full lifecycle of systems and services.

To work with users, the IT support team, criminal justice partners and suppliers to manage, monitor and improve the functionality, availability, performance, security, support and documentation of existing systems and services.

To liaise with users and criminal justice partners, the IT support team and suppliers to ensure the effective resolution of problems, errors and faults. To take ownership of the most complex system and service issues and to manage them through to resolution.

To work with suppliers and to undertake database administration and system management tasks as required for systems and services.

To develop, document, improve and test disaster recovery procedures.

To develop, document, improve and test security procedures for systems and services.

Management/Leadership:

Manage relationships with local, regional and national stakeholders and partners.

To lead the implementation of ICT projects, systems and services.

Manage and maintain supplier and IT relationships.

To manage negotiations and contracts with suppliers to ensure compliance and best value.

Technical:

Work closely with security teams to ensure systems, services and infrastructure are implemented in a secure and compliant manner.

Be responsible for the hardening of systems and services to follow national guidance and official recommendations.

Communication:

Work with a range of technical and non-technical stakeholders to gather and to understand requirements, providing advice and guidance on new systems and software development projects.

Produce reports and documentation relating to system analysis, design, implementation and problem resolution to a range of local, regional and national Police staff and Management as required.

Administration:

Maintain and manage detailed technical design and financial documentation for systems and technology projects.

General:

Actively promote equality of opportunity and engagement through the consideration and implementation of enabling software to enhance the ability for all staff to contribute to the organisation efficiently.

Undertake other duties, in line with the responsibility of this role as required by the Head of Information Technology

To maintain an awareness of technology and identify opportunities for its exploitation within the criminal justice arena.

Other:

This role description will develop with the changing demands of policing objectives and priorities.

** 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
- Public Service

Other

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

Management Vetting (MV)

Security Check (SC)

Due to vetting requirements, you must have 5 years continuous UK residency, at the point of application.

Car User: Yes - Casual Allowance
