



## Job Description

### IT Technical Support Analyst

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<b>Post Number:</b>	TS020
<b>Grade /Scale:</b>	SO1 – Salary £30,420 - £32,394
<b>Weekly Hours:</b>	37
<b>Department:</b>	EMSOU – Technical Services
<b>Status:</b>	Established
<b>Responsible To:</b>	Technical Services – Senior Solutions Architect
<b>Responsible for:</b>	No Direct Supervision
<b>Locations:</b>	Vicinity of Junction 27, M1
<b>Job Role /Purpose:</b>	<p>To work within the EMSOU Technical Services team to support the effective operation, maintenance, and deployment of critical policing infrastructure supporting East Midland Special Operations Unit.</p> <p>Take ownership of complex incidents within the IT infrastructure working toward resolution, documenting outcomes and learning. Aiming to restore service operation in a timely fashion minimising effect to business operations. Work alongside other technology experts to identify and achieve the most appropriate resolution (including third parties, suppliers etc.)</p> <p>Putting effective pre-emptive checks in place to prevent re-occurrences. Undertaking root cause analysis to resolve underlying causal factors.</p> <p>Managing the lifecycle of all service raised incidents (incident control) and all service requests (request control), requiring the use of knowledge management.</p> <p>Identify operational business problems and suggest how technology can address/contribute to their resolution. Explore new ways of working/technologies that aligns to the Technical Services vision.</p>
<b>Health and Safety:</b>	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.
<b>Contacts:</b>	EMSOU colleagues, Senior Police Officers, other member of East Midlands forces, external law enforcement agencies, CPS, partnership agencies, suppliers, industry and academia.

**Equality and Diversity** Actively advance diversity /equality, work towards eliminating discrimination, harassment and victimisation and foster good relations between all groups of people

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## **Person Specification**

### **Knowledge, Skills & Abilities**

#### **Essential Criteria**

*A clear definition of the necessary criteria.*

#### **Knowledge/ Education** (including qualifications):

- Qualified to degree level in an IT related subject or demonstrate experience gained in an environment requiring Technical Analysis at a comparable level.

#### **Work Experience:**

- Experience in an IT customer service role, either in a service desk and support environment or with business information systems as a Technical Administrator.
- An excellent ability to administer and deal with incident and problem management relating to computer software and hardware.
- Ability to make effective decisions within parameters of procedural guidelines and on own initiative when operational circumstances dictate.
- A working knowledge of the General Data Protection Regulation (GDPR) and IT system security, including auditing techniques.
- Excellent knowledge and experience of Implementation, configuration, incident and problem management on the following technologies:
  - Microsoft Operating Systems (Server and Desktop)
  - Active Directory Domain Services, DNS, Group Policy Management
  - Cloud Computing (Microsoft Azure, Amazon Web Services, Google Cloud Platform)
  - TCP/IP Networks, including LAN, WAN technologies, VPNs, Wireless technologies, Enterprise Security, routing and switching devices.
  - PC Hardware: Installation, maintenance, diagnostics (including Laptop and Mobile technologies)
  - Android, iOS mobile device maintenance and configuration.
  - VOIP and Video Streaming Technologies
  - Office Productivity Suites (O365 etc.)
- Excellent knowledge of lifecycle and configuration management for assets including hardware, software, licences, warranties. This includes managing usage, disposal, compliance, inventory, sustainability, cost optimisation and protection of the asset portfolio.
- Excellent knowledge of audio-visual solutions, including managing usage, connectivity and relative technologies.

#### **Personal / Interpersonal Skills, Aptitudes:**

- The ability to learn about the business to better empathise with the customer requirements in order to create satisfactory solutions and resolutions.
- Excellent written and verbal communication skills, including effective presentation skills with an ability to adapt personal style and level of technical conveyance to suite the audience.

### **Special Skills:**

- Full and current driving license.

*\* 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):

- Hold relevant IT qualifications. For example, Microsoft Certification Program (previously MCSE), ITIL, CCENT.

#### **Work Experience:**

- Experience of running small scale training or coaching.
- Good working knowledge within a support and analytical environment where it has been necessary to undertake data analysis and technical systems administration.
- The use of database and systems management tools such as SQL, Putty, Squid, SQLDeveloper and Power BI.
- Working knowledge and experience of incident and problem management on the following technologies:
  - Application/Operating System Packaging, Management & Deployment
  - Microsoft Office 365
  - Experience with Security packages such as McAfee, Sophos, Trend

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### **Core Responsibilities/ Accountabilities**

#### **Operational:**

Recognise and exploit business opportunities to ensure more efficient and effective use of Information Technology across EMSOU. Maintaining a high level of service availability across EMSOU's technology estate.

To have good understanding of service management framework principles and processes, and the ability to apply the technical knowledge in project or programme activities..

#### **Technical:**

Able to diagnose and prioritise incidents, investigating their causes, finding resolutions and maintaining progress update to customers. Ensuring locally agreed procedures are adhered to throughout this process. Continue to monitor the progress of existing incidents and identify requirement to escalate where necessary.

Understands and adheres to key change management tools and processes.

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. Initiates and monitors actions to investigate patterns and trends to resolve problems, including consulting specialists where required. Determines the appropriate remedy and assists with implementation of it as well as preventative measures.

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

Staying abreast of industry developments to make cost effective use of new and emerging tools and technologies. Aware of the subject matter and has a good understanding of what it involves.

Configures, administers and supports infrastructure technologies and solutions including; computers, storage, networking, physical infrastructure, software, commercial off the shelf (COTS) and Open Source packages and solutions, virtual and cloud including IaaS, PaaS, SaaS.

An understanding of service management framework principles and processes, and the ability to apply the technical knowledge in project or programme activities. Consolidates agreed key performance indicators into product or service measures that underpin service management of a specific product or service

Being responsible for coordinating and supporting the implementation of Project deliverables, utilising project management techniques and, in conjunction with the project manager, delivering a successful implementation.

To engage and facilitate in office moves & changes. Complete and thorough management of configuration items to ensure a high level of compliance through both configuration management and inventory management. Changes to VLAN configurations means a high level of accuracy and understanding of TCP/IP data networks is essential.

Utilise monitoring tools to control emails and websites that can be accessed. Responding to requests for release or access of quarantined material you will dynamically risk assess the content as to its suitability for release or dissemination. This will frequently involve the viewing or handling of sensitive material.

Identifies and explores opportunities for service and business improvement, thereby ensuring that the organisation derives maximum value from services. Aware of the importance to consider developing process efficiency through automation etc..

### **Communication:**

Be able to communicate appropriately both verbally and in writing clearly, concisely, and courteously to users, suppliers and colleagues of all levels. Ability to translate customer requirements and provide solutions to meet those needs. Ability to understand audience and adjust the technical language depending on the area of business and/or stakeholders involved.

To attend National User Groups as appropriate, National Testing Workshops and liaise with the

College of Policing Home Office and other agencies to ensure consistency and best practice at national level.

Building and managing relations with suppliers/third parties in order to ensure best service delivery and provide effective route to appropriate resources to facilitate efficient incident response and effective problem management.

Ensure effective communications, verbally, via email and through incident management systems to ensure colleagues are informed of day-to-day issues to ensure smooth transition of incident and problem management.

**Administration:**

Conducts the lifecycle management and administration for IT assets including hardware, software, licences, warranties. This includes managing usage, disposal, compliance, inventory, sustainability, cost optimisation and protection of the asset portfolio.

Ensuring appropriate documentation exists for configuration items and processes that you manage and implement. Enabling incident and problem management within the broader team. To include knowledge base articles that may also be utilised by end users and first line support.

**General:**

Be flexible in terms of working location and be prepared to work temporarily at other locations within the Force Area, undertaking a similar role.

Working as part of a wider technical team, supporting the technology delivery to members of EMSOU.

Undertake such other duties commensurate with the post as may be required for the safe and effective performance of the job.

Continuous professional development, learning, and keeping up with changes in Information technology and emerging technologies.

This role description will develop along with the changing demands of policing reflected in Force Objectives and priorities.

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## **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

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## **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.

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