JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

HMI CATEGORY CODE:
DIRECTORATE: Resources
AREA/DEPT: ICT Department
FAU:
SECTION: ICT Technical Support
JOB TITLE: **ICT TECHNICAL ANALYST**
REPORTS TO: IS Programme Co-ordinator
CURRENT RANK/GRADE: **E - G**
DATE: November 2022

1. JOB PURPOSE: (Briefly state your job's overall objectives. To.....")

To design, build, manage and support infrastructure hardware, and software systems.

To manage and maintain software applications to deliver internal user services and services to the public.

This JDQ has been written to support individuals in their efforts to achieve professional career development; by matching the levels of knowledge and responsibility expected from an individual, at each stage of their development, with an appropriate and reasonable level of accountability and financial reward.

2. PRINCIPAL ACCOUNTABILITIES:

(Describe the important end results you are expected to achieve).

	(Associate Level)	**(Analyst Level)**	**(Senior Analyst Level)**
a)	Assist more experienced Technical Analysts to support IT Infrastructure solutions and services, including computer, storage, networking, physical infrastructure, software, commercial-off-the-shelf software (COTS) and open source packages and solutions.	Build, configure, administer, and support IT Infrastructure technologies and solutions including computing, storage, networking, physical infrastructure, software, commercial-off-the-shelf software (COTS), and open source packages and solutions. This can	Design, implement, administer and support IT Infrastructure technologies, solutions and services including computing, storage, networking, physical infrastructure, software, commercial-off-the-shelf software (COTS), and open source packages and solutions. This can

	Also assist in supporting virtual and cloud computing, including Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS).	also include virtual and cloud computing such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS).	also include virtual and cloud computing such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS).
b)	Assist in the implementation and operation of controls and management strategies to ensure information security and security controls are in place to mitigate security threats within solutions and services.		Design, implement and operate controls and management strategies to ensure information security and security controls are in place that can be used to mitigate security threats within solutions and services.
c)	Apply a modern standards approach under close supervision and guidance.	Apply a modern standards approach under guidance.	Apply a modern standards approach and guide others to do so. Contribute to continuous improvement of approaches.
d)	Highlight technical problems and pass ownership to more experienced Technical Analysts. Assist in problem resolution when required.	Take ownership of problems and proactively resolve technical problems, ensuring that technical solutions continue to meet business requirements. Take full accountability for the actions taken and decisions made until the problem has been mitigated or resolved or a new owner has been found.	
e)	Investigate problems in systems, processes and services, as directed. Contribute to the implementation of remedies and preventative measures.		Initiate and monitor actions to investigate patterns and trends to resolve problems. Consult specialists where required and determine the appropriate remedy and assist with its implementation. Determine preventative measures.
f)		Co-ordinate and maintain focus on the whole life of service delivery (designing, developing, delivering and operating) and establish coherent frameworks	

		that work. Ensure that a set of IT products, suppliers and vendors come together to deliver an IT service	
g)	Assist in the design of components of larger systems.	Translate logical designs and produce detailed physical designs. Document all work using required standards, methods and tools, including prototyping tools where appropriate.	Create the specification and design systems characterised by medium levels of risk, impact, and business or technical complexity to meet defined business needs. Work with business and technology stakeholders to translate business problems into technical designs. Select appropriate design standards, methods and tools, and ensure they are applied effectively. Review the systems designs of others to ensure the selection of appropriate technology, efficient use of resources and integration of multiple systems and technology.
h)	Assist in the process of building and testing interfaces to integrate systems as part of a wider team.	Build and test simple interfaces between systems. Assist with more complex integration as part of a wider team.	Define the integration build between systems. Co-ordinate build activities across systems. Build and test complex interfaces between systems.
i)		Execute test scripts under supervision and within regulations.	Plan, design, manage, execute and report tests, within regulations. Ensure that risks associated with deployment are adequately understood and documented.
j)		Write prototype code for discussion purposes, band liaise with Developers to ensure production-ready code is written and code is switched thus ensuring security and accessibility of systems and effective version control.	

3a. KNOWLEDGE AND EXPERIENCE:

(What kind of knowledge, skills and experience are necessary to enable satisfactory performance in the job and why are they necessary?).

(Associate Level)	(Analyst Level)	(Senior Analyst Level)
The post holder should be qualified to HNC / HND or equivalent in Computer Science or a closely related subject (Level 4 or Level 5 of the Regulated Qualifications Framework) and / or some equivalent experience of infrastructure hardware, and software systems.	The post holder should be qualified to HND or Degree level or equivalent in Computer Science or a closely related subject (Level 5 or 6 of the Regulated Qualifications Framework) and / or equivalent experience of infrastructure hardware, and software systems. Postholder must also have formal training in relevant hardware and software systems. Must understand the core technical concepts related to the role and have the ability to apply them with guidance.	The post holder should be qualified to Degree level or equivalent in Computer Science or a closely related subject (Level 6 of the Regulated Qualifications Framework) and / or significant equivalent experience of infrastructure hardware, and software systems. Postholder must also have formal advanced training in relevant hardware and software systems. Must have a thorough understanding of the technical concepts required for the role, and be capable of explaining how these fit into the wider technical landscape
Must have the ability to support solutions and services, and other computer, storage, networking, physical infrastructure, software, commercial-off-the-shelf software (COTS) and open source packages and solutions. You can support virtual and cloud computing, including Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS).	Must have the ability to build, configure, administer, and support technologies and solutions. These technologies and solutions can include computing, storage, networking, physical infrastructure, software, commercial-off-the-shelf software (COTS), and open source packages and solutions. They can also include virtual and cloud computing such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS) .	Must have the ability to design, implement, administer and support technologies, solutions and services. These can include computing, storage, networking, physical infrastructure, software, commercial-off-the-shelf software (COTS), and open source packages and solutions. They can also include virtual and cloud computing such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS).

Must have the ability to discuss information security and the security controls that can be used to mitigate security threats within solutions and services. .		Must demonstrate an understanding of information security and the types of security controls that can be used to mitigate security threats within solutions and services and have the ability to design, implement and operate controls and management strategies.
Must understand the importance of adopting a modern standards approach	Must understand and have the ability to explain the most important principles of a modern standards approach and how they apply to the work being undertaken. Must be able to apply these principles under guidance.	Must fully understand and be able to competently apply a modern standards approach and guide others to do so.
Must show an awareness of problem resolution processes. Must have the confidence to highlight and pass accountability onto more experienced Technical Analysts.	You can own an issue until a new owner has been found or the problem has been mitigated or resolved	
Ability to investigate problems in systems, processes and services, with an understanding of the level of a problem (for example, strategic, tactical or operational). Ability to contribute to the implementation of remedies and preventative measures.		Ability to initiate and monitor actions to investigate patterns and trends to resolve problems. Must have the ability to consult specialists where required.
	Must have a service focus and the ability to take inputs and establish coherent frameworks that work.	
Must have an awareness of System Design and be able to assist in the design of components of larger systems.	Must have a working knowledge of system design and be able to translate logical designs into physical detailed designs. Must have the knowledge and ability to document all work using required standards, methods and tools,	Must have a comprehensive knowledge of systems design characterised by medium levels of risk, impact, and business or technical complexity. Must have the ability to select appropriate design standards, methods and tools, and ensure they are

	including prototyping tools where appropriate.	applied effectively. Must have the ability to review the systems designs of others to ensure the selection of appropriate technology, efficient use of resources and integration of multiple systems and technology.
Must understand the process of integrating systems and the challenges of designing, building and testing interfaces between systems.	Must have the ability to build and test simple interfaces between systems and work on more complex integration as part of a wider team.	Must have the ability to define the integration build and to co-ordinate build activities across systems. Must understand how to undertake and support integration testing activities.
	Must be able to correctly execute test scripts under supervision. Must understand the role of testing and how it works.	Must be able to review requirements and specifications and define test conditions. Must be able to identify issues and risks associated with work. Must be able to analyse and report test activities and results.
Must have an awareness of different technology capabilities and be able to demonstrate basic troubleshooting capability	Must be able to troubleshoot and identify problems across different technology capabilities.	Must be able to identify and diagnose root causes and break a problem down into its component parts. Must be able to troubleshoot and identify problems across different technology capabilities.
	Must have an awareness of the scripting tools and software that are available and currently in use. Must understand the limitations of software or product technology, and why coding is important.	

3b. (Does your post require any Police Powers, and if so what are they, and why are they necessary?)

N/A

4. RELATIONSHIPS:

a) Supervisory responsibilities:

(Associate Level)	**(Analyst Level)**	**(Senior Analyst Level)**
No direct reports	No direct reports; however able to supervise and provide advice and guidance to less experienced members of the ICT Technical Team.	

b) Supervision Received:

(Associate Level)	**(Analyst Level)**	**(Senior Analyst Level)**
Directly accountable to IS Programme Coordinator or IT Technical Manager however will receive day to day supervision from more experienced members of the ICT Technical Team.	Directly accountable to IS Programme Coordinator or IT Technical Manager however will receive guidance from more experienced members of the ICT Technical Team as and when required.	Directly accountable to IS Programme Coordinator or IT Technical Manager

c) Other Contacts:

i) Within Merseyside Police:

(Associate Level)	**(Analyst Level)**	**(Senior Analyst Level)**
All employees, regular contact to discuss a variety of ICT Technical issues.		

ii) Outside Merseyside Police:

(Associate Level)	**(Analyst Level)**	**(Senior Analyst Level)**
Limited contact with the various stakeholders or interested parties, including external forces, suppliers or potential suppliers of goods and services, regarding IT systems.	Regular contact with various stakeholders or interested parties, including external forces, suppliers or potential suppliers of goods and services, regarding IT systems.	

5. CONTEXT:

a) ***Operating Environment*****:** (Services provided, work patterns, who are the customers)

Will work within the Force flexible working hours scheme, however may be required to provide out of hours support through established ICT support frameworks.

b) ***Framework and Boundaries*****:** (Policies and procedures which affect you and how these can be changed).

Will work to local and national Police ICT standards and frameworks, and other statutory legislation in order to meet the forces needs.

c) Organisation**:** (For each type of post that reports directly to you, outline below the posts overall responsibilities).

N/A

6. DIMENSIONS: (Indicate in quantitative terms, key areas on which your job has an impact).

Financial:

May be required to discuss prices of any goods and services that are required for the systems which they implement or support.

Staff:

(Associate Level)	**(Analyst Level)**	**(Senior Analyst Level)**
N/A	No direct reports; however able to provide advice and guidance to less experienced members of the IT technical Team.	

Other:

The post holder is responsible for the availability, integrity and performance of one or more technologies upon which the Force's major computer systems and operational applications depend. Each of these technologies is crucial to one of more of the ICT applications provided to members of the force.

7. JOB CHALLENGES: (Describe the most challenging or complex parts of your job).

(Associate Level)	**(Analyst Level)**	**Senior Analyst Level**
Assisting to deliver a highly available ICT service to meet the forces operational needs.	Actively ensure the ICT department delivers a highly available ICT service to meet the forces operational needs.	Actively ensure the ICT department delivers a highly available ICT service to meet the forces operational needs. Actively managing stakeholder relationships.
Assisting in the understanding of the impact of new technologies and the consequences of changes to existing technologies before making those changes to operational systems.	Fully understand of the impact of new technologies and the consequences of changes to existing technologies before making those changes to operational systems.	

Work with the support of the wider technical team and peers to support the ongoing responsibilities of the ICT technical team.	Work on their own initiative in all cases to support the ongoing responsibilities of the ICT technical team.
Manage their own workload and task prioritisation to ensure tasks are suitably scheduled. Escalate issues to line management where necessary.	Manage their own workload and task prioritisation to ensure tasks are suitably scheduled.

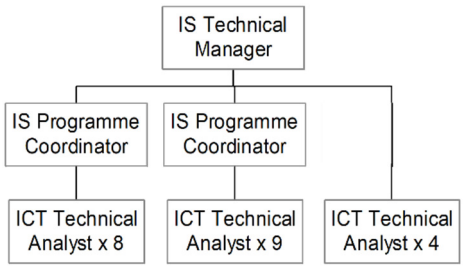
8. ADDITIONAL INFORMATION:

(Provide any further information, not included in your previous answers, which you consider would assist others to achieve a better understanding of your job).

N/A

9. ORGANISATIONAL STRUCTURE:

(Draw an organisational chart of your Department / Section, indicating the position of your post within it).



10. AGREEMENT OF QUESTIONNAIRE CONTENT:

(Please sign when completed)

POSTHOLDER'S NAME:
(Please print in block capitals)

POSTHOLDER'S SIGNATURE: Date: Extn:

MANAGER'S NAME:
(Please print in block capitals)

MANAGER'S SIGNATURE: Date: Extn: