



## JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

### HMI CATEGORY CODE:

**DIRECTORATE:**

Resources

**AREA/DEPT:**

Information Systems

**FAU:**

**SECTION:**

Production Section

**JOB TITLE:**

**I.S. SERVICES MANAGER**

**REPORTS TO:**

Head of Information Systems

**CURRENT RANK/GRADE:**

**J**

**DATE:**

February 2010

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

To ensure that all Force IT systems operate 24 hours per day, 7 days per week  
To implement any changes to Force IT systems in a controlled manner  
To provide help and guidance to all users of the Force's IT systems

**2. PRINCIPAL ACCOUNTABILITIES:**

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

- a) Ensure the provision of all force computer systems (servers, networks, PCs, peripherals and mobile devices) to offices and staff in any part of the force 24 hours per day, 7 days per week
- b) Provide a comprehensive support function to users of the force's computer systems, including a helpdesk service, a problem resolution section and system administration function to control users' access to force IT systems
- c) Maintain an IT disaster recovery facility able to support all the essential IT systems required by the force should the main IT systems be unavailable for any reason.
- d) Monitor the performance of force IT systems and consider feedback from the service desk to identify any problems with the existing IT systems or I.S. applications and organise the actions required to resolve them.

- e) Plan and implement any changes to the existing IT systems infrastructure, including additions, changes and movement of equipment, and upgrades to existing I.S. applications or operating systems to minimise the impact on the availability of force IT systems.
- f) Ensure that new I.S. applications are thoroughly tested and comply with force standards and operating procedures before implementation, then to manage the introduction of those new I.S. applications to the existing infrastructure
- g) Maintain a close technical and operational relationship with the suppliers of force IT and communication systems. To influence and drive these suppliers to ensure their adherence to contracted Service Level Agreements, and to full and responsive support of all computer system operations in on-going and emergency situations.
- h) In conjunction with the Estates department, ensure that all IT equipment rooms across the force have suitable power and air conditioning available; and, where necessary, that the rooms are equipped with Uninterruptible Power Supplies and backup generators.
- i) Ensure that all IT operating processes and procedures conform to the Information Technology Infrastructure Library (ITIL) standards
- j) Motivate and develop staff in the Production Section by assessing their performance and identifying any training needs to foster an integrated, flexible and professional team that delivers its service requirements
- k) Be accountable for all Health and Safety issues, to include risk assessment, pertaining to the postholder's area of responsibility in order to fulfil the statutory obligations of the Health and Safety at Work Act 1974.
- l) Ensure that staff are MoPI trained in accordance with the National Learning & Development Strategy and that all responsibilities are undertaken in relation to information management, data quality, information sharing, intelligence and information security in accordance with the ACPO Guidance on the Management of Police Information in order to comply with the Statutory Code of Practice.

### **3(a) KNOWLEDGE AND EXPERIENCE:**

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

#### ***Qualifications***

The post holder will be educated to degree level or have considerable practical experience in a similar role elsewhere. Formal qualification and experience in Information Technology Infrastructure Library (ITIL) is essential.

#### ***Experience***

The role requires a wide and deep knowledge and experience of computer and communication system techniques with extensive experience of computer operations management and support of a large-scale IT infrastructure, user support management and system installations, upgrades and rollouts being essential.

#### ***Skills and Abilities***

Postholder must have the detailed technical and analytical skills to hold in mind the current, complex computer and communication systems infrastructure including server and mainframe hardware, operating system and software environments in order to ensure the continuous availability of services to Force operations.

Sound and sensitive management skills and awareness of user experience and satisfaction is essential in providing user support across a large and varied computer and communications infrastructure, so that all users of the force's systems are provided with a prompt, effective and resolute help and support service.

A strong management approach will be required to cope with critical situations which can arise due to the failure of computer systems and the possibly devastating effect this can have on policing operations. Level headed, decisive, urgent management of staff and suppliers will be an essential part of these elements of the role.

Very strong inter-personal and negotiating skills will be required to maintain a high-profile role with operational police staff at all levels particularly concerning the availability of system resources and access; to co-ordinate with I.S. Department peers concerning the integration of systems, applications and networks, and to deal with suppliers of systems and support services in order to minimise operational costs and maintain high levels of response.

Good project management and decision-making skills are needed in order to oversee operational and/or support activities, and to take action when operations or projects do not go to plan.

The post-holder must have the ability to stay abreast of developments in computer systems and how the implementation of new products or services could improve system performance or cut costs.

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

The post does not require any specific police powers

**4. RELATIONSHIPS:**

**(a) *Supervisory responsibilities:***

To manage and set objectives for the Operations Manager, the Service & Problem desk manager and the Systems Administration Manager and review them on a monthly basis.

To manage and co-ordinate external suppliers for the provision of products and services to agreed specifications and levels of service.

**(b) *Supervision Received:***

The post reports to the Head of IS. Departmental plans and policies will be set during the annual departmental planning process with feedback through the monthly strategy meeting.

Overall objectives and priorities are set by the Head of I.S. but the Production Manager will manage his/her own work, is free to create or change procedures and has full authority to manage external suppliers.

**(c) *Other Contacts:***

**(i) *Within Merseyside Police:***

Direct contact with the Force Incident Manager and Control Rooms to coordinate responses to problems and to plan upgrades to equipment and systems

Close working relationship with the I.S. Technical Manager and their staff to design and plan changes to equipment and infrastructure and to identify solutions to any ongoing issues or problems.

Regular contact with the I.S. Projects Manager to plan the introduction of new I.S. applications.

(ii) ***Outside Merseyside Police:***

Ongoing communications and meetings with the technical management and support staff of computer system suppliers to ensure that service response is maintained at a high level.

Planned meetings with the business and technical management of computer system suppliers to negotiate contracts and to minimize costs to ensure a value for money delivery of products and services.

Occasional meetings with various computer systems suppliers to understand new developments, products and services.

**5. CONTEXT:**

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

The main challenge of the work is to manage the 24-hour operation and support of a large and complex, computer and communications systems infrastructure and to ensure that is continuously available to over five thousand users.

The greatest part of that challenge is to apply changes to the operational systems and resolve any problems that occur, without being able to suspend the operation of those systems; all changes have to be applied while the system is still available to the users.

The discipline required to operate IT systems continuously without interruption, will have to be balanced by a constant awareness of the users' experiences and their levels of satisfaction and the resulting need to introduce changes to improve the systems that they use

The role will require a close relationship with key suppliers of systems and support services to ensure their effective support in maintaining continuous availability of force systems.

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

The I.S. Production Manager is free to set methods of working to the overall objectives set by the Head of IS; to recruit staff within budgets; to change procedures or methods and to negotiate with, and manage, suppliers of computer system products and services.

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

Operations Manager - To ensure the continued operation of all Force Computer Systems and infrastructure

Service & Problem Desk Manager - To ensure the continued operation of the Service & Problems Desk Team.

Systems Administration Team Leader - To manage the Systems Administration Team.

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

**Financial:** The post-holder will manage the negotiation of supplier contracts to the value of £1.5m per annum.

Postholder is part of the IS Department Command Team. IS Department budget is approximately £11 million.

**Staff:** The post-holder is responsible for the management of around twenty I.S. staff.

**Other:** The Production Manager is responsible for the continuous operation, availability and support of all Force systems including more than 100 servers, an data network connecting 80 sites, 5,000 PC's, 1,500 hand-held devices and 400 in-vehicle devices used by police officers throughout Merseyside. Some of these, such as 'Command & Control' and 'Incident Management' services, are crucial to the immediate policing of the area and, should they fail, could have a devastating effect on policing operations and public safety. The I.S. Production Manager is the lead manager for the I.S. and telecommunications departments in the force's Business Continuity programme. Should an incident occur the I.S. Production Manager is the person responsible for recovering any damaged IT systems and for providing the force with alternative IT facilities until the normal systems are available

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

Delivering a 24-hour, 7 days per week continuously available service to all computer system users.

Implementing major changes to Force systems that cannot be ‘taken down’.

Maintaining the current high level of user satisfaction in an environment where budgets and staffing levels are likely to reduce

Automating the operation of systems administration processes.

Coping with rising demand for support from an increasing number of I.S. users without any increase in funding or numbers of staff

**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).

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