JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

HMI CATEGORY CODE:

DIRECTORATE: North West Regional Organised Crime Unit

AREA/DEPT: Regional Technical Surveillance Unit

SECTION: Networks Hub

JOB TITLE: **RTSU ICT APPLICATIONS ADMINISTRATOR**

REPORTS TO: RTSU TEI Manager

CURRENT RANK/GRADE: **F**

DATE: October 2023

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

To provide specialist functional and technical support for all users, to provide guidance and advise them in the use of the Regional Technical Surveillance Unit (RTSU) operational network and applications. To report on all request, incident, and problem resolution activities. To assist in the development and roll-out of new application functionality across the RTSU Core network. This is a multi-faceted ICT role for technical support of the RTSU network. To support all aspects of the infrastructure, whilst also further developing, improving, and documenting the network. To provide support for a wide range of front-end, covert surveillance equipment in both setup, installation, and troubleshooting. To engage in large-scale RTSU deployments out in the field and assist with installation and setup.

2. PRINCIPAL ACCOUNTABILITIES:
(Describe the important end results you are expected to achieve).

a) Design, implement and configure the required infrastructure solutions to the RTSU operational network including front end functionality, configuration and management of firewalls, security profiles, user accounts, access controls, general administration and reporting tools to enable users to perform their duties effectively and efficiently.

b) Support RTSU operational activities across the NWROCU and north west region through effective incident and problem resolution to minimise disruption to the end user. Install, configure and maintain end user devices, primarily tablets and windows terminals. Identify, deploy and maintain appropriate connectivity options for the core infrastructure, remote users and front-end devices. Log and report all support activities so that user problems are seen to be resolved and personal and team performance can be measured.

c) Accept and register user requests in accordance with standard support procedures so that a full and proper response can be delivered, monitored, and measured. Actively contribute to increasing the availability of our services by providing iterative improvements to existing infrastructure solutions.

d) Develop strong working relationships across the RTSU teams, operational departments, 3rd party suppliers and other ROCU's and Forces to ensure the development of the operational network in line with the NWROCU and RTSU strategic objectives and priorities.

e) Develop and maintain a knowledge base library of system administrative tasks to build role resilience and user guidance documentation to drive self-service and user adoption. Create and update technical documentation for new and existing technology and processes.

f) Provide effective communication and a cohesive working relationship with the RTSU IT supply chain to maximise system availability and benefits by assisting with system development, system upgrades and resolving incidents and problems.

g) Ensure effective daily management of interfaces of the RTSU ICT Core Systems including virtual machines, storage, network and applications ensuring all data interfaces are monitored, and to investigate and fix any issues. Liaising and advising both users and RTSU staff on data protection and information security issues arising from the transfer and use of such data in other IT systems.

h) Manage the development network infrastructure to test upgrades, new systems and ideas and perform thorough testing of new developments, fault resolutions, patch releases and upgrades to ensure accurate functionality and optimise effective system use and all end user devices. Maintain and test Business Continuity plans and systems.

i) Schedule work time and activities to the priorities of the RTSU operational commitments and demand so that a balanced response to users can be delivered by the team.

j)   Advise and assist users in a responsive, courteous, and diplomatic manner so that all users will recognise that incidents and problems are being addressed quickly and professionally.

k)   Maintain knowledge and awareness of developments in ICT Core Systems and emerging technologies in order to support the design the roadmap for the development and evolution of the infrastructure that is appropriate for the current needs as well as scalable for the future needs of the RTSU, and will include Research and Development (R&D) of RTSU capabilities and the integration of such into the overarching infrastructure.

l)   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.

m)   Undertake all responsibilities relating to information management, data quality, information sharing, intelligence and information security to ensure accordance with the Authorised Professional Practice (APP) on Information Management issued by the College of Policing including Home Office Code of Practice om MoPI.

n)   Participate in a 24/7 on call rota to support the RTSU network infrastructure and users, in response to operational commitment and demand outside of normal working hours and duties.

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?).

The postholder should be educated to HND or equivalent in Computer Studies or a closely related subject or alternatively should have practical experience in a similar post in a medium to large user environment with a detailed functional understanding of ICT systems. Experience of managing IT Networks including the architecture and associated tools, servers, desktops and peripheral devices, to include training and advising users on the operation, functionality, and the limitations of applications is also required.

The postholder requires technical and functional knowledge with experience of applications and software used within an operational environment and a sound understanding of MS Office applications (Word, Excel, PowerPoint, etc.), M365 and Service Management tools including the design and implementation of Microsoft Active Directory (AD) & Windows Domain networks.

A logical and analytical approach to fault diagnosing is required to ensure an effective service is provided to users including experience of both 1st line IT fault diagnosis and 2nd and 3rd line fault resolution in relation to a wide range of hardware and software issues.

Self-motivated to manage own schedule with ability to carry out support tasks and good administrative abilities to log and report activities ensuring effective planning and time management skills and proven ability to plan and prioritise a diverse workload with competing demands and timescales.

A detailed knowledge of performance management criteria and techniques to evaluate and make recommendations in relation to best practice.

The ability to be able to communicate (both oral and written) confidently and effectively with individuals at all levels within the organisation and externally on technical and functional issues including the provision of recommendations and solutions.

The ability to analyse specific business requirements and where appropriate use the specialist knowledge obtained to influence and recommend functional, procedural and technical solutions to capture data and report accordingly.

A technical and expert knowledge of information handling and use of audit techniques and related functionality to monitor compliance in line with relevant legislation and policies.

The post holder should possess excellent inter-personal skills to ensure that the interests and objectives of NWROCU are supported when working with customers and suppliers.

Good customer care with a professional approach and courteous manner. Ability to ascertain information from users and provide users with advice regarding resolutions of problems.

Experience of:
- Undertaking and co-ordinating activities in support of business-critical systems.
- Working with systems which interface with others or have several modules and the business/functional issues this can bring.
- User acceptance testing activities.
- Working within a change process.
- Working within the ITIL framework.
- Experience of Windows, Server and Linux OS's
- Experience of TCP/IP, Firewalls, Data Switches, Routers and routing protocols
- Knowledge of server virtualisation and network attached storage.

3(b)   (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:

The postholder has no direct reports but may be called upon to supervise the activities of external service providers or product testing teams.

(b)   Supervision Received:

The postholder reports to the NWROCU RTSU TEI Manager.

(c)   Other Contacts:

(i)   Within North West Region:

Regular contact and attendance at meetings with representatives from all capabilities within NWROCU.

Contact with managers and staff across the NWROCU to facilitate an effective service provision.

(ii)   Outside North West Region:

Regular contact with suppliers of services and software.

Regular contact with other ROCU's and police forces and service providers.

Contact with key stakeholders, senior managers and teams across operational portfolios, to facilitate an effective service delivery.

The post-holder will be representing the NWROCU RTSU at regional and national user group meetings and workshops relevant to the role.

5.   CONTEXT:

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

The post holder will work a fixed shift in line with the ROCU core business. The hours are Monday to Friday 0800 – 1600Hrs, however, the post holder will need to demonstrate flexibility and resilience to meet the requirements of the RTSU and its customers.

The post holder will participate in the 24/7 on call rota to provide support and resilience outside the normal working day.

The main aspect of the work is to support the RTSU operational network and infrastructure. This will include support to other capabilities across NWROCU business areas subject to development in accordance with the NWROCU digital strategy.

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

ITIL procedures are well defined and follow strict guidelines encompassing the receipt, acceptance, acknowledgement and fulfilment of a user request, but the response to incidents and service requests can be extremely varied and we rely upon the judgement of the Systems Administrators to manage each response in a professional and thorough manner.

Weekly schedules and priorities will be set by the NWROCU RTSU TEI Manager with the postholder free to determine priorities within these boundaries.

Postholders must comply with NWROCU Policies and Procedures and Health and Safety Guidelines.

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

The postholder has no direct reports.

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

Financial: N/A

Staff: N/A

Other: N/A

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

The Regional Technical Surveillance Unit delivers 24 hours a day, seven days a week service to both its internal and external customers. Activities are determined by operational imperatives, such as life-threatening situations which can be time critical response.

The RTSU operational network is the fundamental infrastructure that support all RTSU activity and a continues, stable service provision is essential to support their operational and strategic objectives.

Challenges facing an RTSU ICT Applications Administrator are:

- A challenging aspect of this role will be to manage the operational network in an effective and efficient manner ensuring the provision of the network meets the business needs of the RTSU customers and stakeholders, maintains operational stability 24/7 with limited or no downtime for operational capabilities and departments.

- To be recognised as a point of excellence within the NWROCU in terms of application support functionality and enabling organisation change.

- Ensuring complete user satisfaction during and after the resolution of a problem or changing and updating functionality.

- Managing time and priorities to cope with scheduled tasks.

- Staying in touch with a wide range of rapidly advancing technologies.

- Managing user resistance to change

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).

Post holder will be required to obtain SC Vetting, this process will commence during secondment and both MV and SC clearance will be required at the point of commencing in role.

9. ORGANISATIONAL STRUCTURE:

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