

ROLE PROFILE	ICT Field Support Officer	 Devon & Cornwall Police
-------------------------	----------------------------------	--

SECTION 1: PRINCIPAL RESPONSIBILITY

Principal Responsibility	<p>Reports to the ICT Field Support Team Leader within the Service Support area of the ICT Department.</p> <p>To be part of the team of ICT Field Support Officers for the Strategic Alliance of Devon & Cornwall and Dorset Police, with responsibilities that include but are not limited to:-</p> <ul style="list-style-type: none"> • Provision and support of the Alliance ICT Field Support services; IT and Communications equipment; hardware, software and ancillaries. Ensuring that they perform to agreed Force standards and service levels. • Installation, relocation, upgrade, fault-finding, support and repair service at police and partner locations throughout the Alliance, ensuring the best possible performance, reliability and security is achieved. • Integrate new hardware, systems, services and processes to support the police service's objectives and performance and to promote improved public service and confidence. • Assist in the testing and implementation of hardware, software and ancillaries as required by the business • To ensure that agreed best practices and procedures are followed and that all work is to the required standard and fully documented. • Maintain agreed service levels in conjunction with police service personnel and third party suppliers and support service improvement initiatives. • Review documents, maintain records and administer stock control in accordance with ITIL processes 				
Role Type/Family	Police Staff				
Grade	4	Location	Dorset Police HQ, Winfrith	Vetting Clearance	SC
Political Restrictions	None specific to this role – refer to PSD20 working practice for more information				
Role-Specific Training and CPD to be undertaken.	<ul style="list-style-type: none"> • ITIL Service Management Foundation qualification • Specific training for Field Support equipment, software and ancillaries 				

SECTION 2: ESSENTIAL CAPABILITIES & EXPERIENCE *(For selection purposes)*

Formal Qualifications required	<ul style="list-style-type: none"> Ability to undertake and achieve ITIL Service Management certification if not held already
Essential ICF Activities for the role	<ul style="list-style-type: none"> Provide Customer Service Gather Information to support action Manage the quality of service provision Make best use of technology Provide Specialist Advice and Knowledge Test Technical Systems Diagnose and rectify faults in technical systems Maintain a record management system Perform specialist technical or manual tasks
Essential experience and specialist skills and knowledge	<ul style="list-style-type: none"> Demonstrable ability to provide and support IT and Communication equipment; hardware, software and ancillaries Proven commitment to providing exceptional customer service Proven ability to work unsupervised, to demanding timescales and as part of a team Experience of working in a user-focused ICT service delivery environment Experience of remaining calm and methodical in an environment of conflicting deadlines together with the ability to adapt to changing demands and conditions and handle multiple issues simultaneously Proven ability to administer ICT equipment, systems and applications within a large geographically distributed organisation utilising physical and mobile networks, ideally in a complex environment. Demonstrably good communication skills with the ability to communicate technical information in a meaningful way to a non-specialist customer base Proven problem solving ability Fully competent and experienced with Microsoft Windows and Microsoft Office applications ICT Security awareness, including firewalls, anti-virus, end-point control and other protection services Understanding of legal issues relating to ICT Dept. – Data Protection Act, Computer Misuse Act A full valid UK driving licence
Essential Behavioural Competencies	<ul style="list-style-type: none"> Respect for race and diversity Team working Community and customer focus Effective communication Problem solving Planning and organising Personal responsibility Resilience

SECTION 3: BEHAVIOURS

WORKING WITH OTHERS

Respect for race and diversity

A Understands other people's views and takes them into account. Is tactful and diplomatic when dealing with people, treating them with dignity and respect at all times. Understands and is sensitive to social, cultural and racial differences

Team working

B Sets up teams or working groups, and involves them in achieving goals. Develops good relationships and co-operation within the team, and removes barriers. Supports team members when necessary.

Community and customer focus

C Provides a high level of service to customers. Maintains contact with customers, works out what they need and responds to them.

Effective communication

B Communicates all needs, instructions and decisions clearly. Adapts the style of communication to meet the needs of the audience. Checks for understanding.

ACHIEVING RESULTS

Problem solving

B Gathers information from a range of sources to understand situations, making sure it is reliable and accurate. Analyses information to identify important issues and problems. Identifies risks and considers alternative courses of action to make good decisions.

Planning and organising

C Plans and carries out activities in an orderly and well-structured way. Prioritises tasks, uses time in the best possible way, and works within appropriate policy and procedures

Personal responsibility

B Takes personal responsibility for own actions and for sorting out issues or problems that arise. Is focused on achieving results to required standards and developing skills and knowledge.

Resilience

B Shows confidence to perform own role without unnecessary support in normal circumstances. Acts in an appropriate way and controls emotions.