JOB DESCRIPTION

Job Title: ICT Support Officer CTPSE	**Location:** CTP SE
Job Family: ICT	**Role Profile Title:** BB2 Police Staff
Reports To: CTPSE IT Manager	**Band level:** 2P
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE**: Defines the role, put simply, why it exists

The overall purpose of the role is to: Log, process, resolve or co-ordinate appropriate and timely responses to IT issues in order to maintain connectivity across CTPSE. This includes channelling requests for help to appropriate functions for resolution, monitoring resolution activity, and keeping users appraised of progress.

b. **KEY ACCOUNTABILITY AREAS**: Define the important aspects of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Provide efficient and effective call taking and logging of IT issues for CTPSE staff working across the five regional forces, ensuring they are directed to the appropriate place for resolution.

2. Analyse the call data to identify any common trends/issues which may need further investigation, escalating and resolving identified matters where necessary.

3. Act as point of contact for access to Technical Equipment Rooms (TER) across the CTPSE estate ensuring a clear understanding of work to be carried out and that an appropriate person is available to escort and facilitate access.

4. Create and subsequently maintain IT asset registers across CTPSE.

5. Central point of contact for the allocation and collection of IT resources to CTPSE starters and leavers, for example encrypted USB devices, access tokens, laptops, and mobile phones.

6. Manage the destruction of obsolete IT equipment across CTPSE in liaison with approved contractors and in line with security advice.

7. Provide basic IT advice to staff on how to access and use systems and resolve basic IT issues, for example setting up printers. Assist in referring staff onto the appropriate help and support where needed.

8. Act as point of contact for contractors needing to attend sites for the repair and maintenance of IT equipment in line with security advice, ensuring that they have the appropriate security clearance for the work they need to do.

9. Assist with the technical set up of meeting rooms and briefings ensuring all IT equipment is working effectively in order to maintain operational efficiency

10. Carry out weekly checks of the Fusion Cell to ensure all IT is working and ready for use in the event of an operational activation.

c. **DIMENSIONS**: Include matters such as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

Further Comments:
CTPSE covers the five regional force areas of Thames Valley, Hampshire, Surrey, Sussex and Kent and has over 800 staff working across this area on differing IT systems causing daily issues which may need addressing
Due to critical infrastructure issues at the main CT Hub site control of contractors accessing Technical Equipment Rooms (TERs) is crucial, particularly in relation to installing and removing of equipment as this has been identified as a critical point of failure for the building and therefore must be effectively maintained in order to maintain continuity of service.
The post holder must be willing to work flexible hours to suit the requirements of the department and must be willing and able to travel for business purposes to different locations across the Region. The post holder will be expected to be part of an on-call rota and also be able to work some evenings and weekends where required*.

d. **CHARACTERISTICS OF THE ROLE**

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

The knowledge or skills required in the role are as follows (essential or desirable):	*E/D*
1. Good standard of education with GCSEs (Grade 9-4/A-C) or equivalent in Literacy and Numeracy.	E
2. Proven understanding of IT systems, ideally evidenced via experience of working in an IT Support function	E
3. Committed to continued professional development and undertake further technical training and learn new bespoke systems as required	E
4. Good communication skills (written and oral) with a proven customer focussed approach.	E
5. Good problem solving and trouble-shooting skills with the ability to think logically in a fast paced environment whilst maintaining high levels of accuracy.	E
6. Must be a team-worker who is flexible and adaptable but can also work with little direct supervision in a pressurised environment.	E
7. Proven ability to work in a secure and confidential environment with the highest standards of integrity; able to recognise sensitive information and maintain discretion and confidentiality at all times.	E
8. Must have capability to travel to different locations across the region & undertake all assignments in a timely manner, being available to work some evenings / weekends, where required.*	E
9. Knowledge of Police ICT systems and process.	D
Additional comments: At interview, candidates will be asked to: * indicate their ability to work flexible hours to attend different sites of work. Working hours and level of flexibility are specific to each role and will be discussed at interview.	