

Job Title: ICT Operations Analyst	
Job Evaluation Number	B990

JOB DESCRIPTION

Job Title: ICT Operations Analyst	Location: Kidlington or Southampton
Job Family: ICT	Role Profile Title: BB3 Police Staff
Reports To: Service Orchestration Manager	Band level: 3Q
Staff Responsibilities (direct line management of): nil	

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

The overall purpose of the role is to: to monitor and manage the ICT infrastructure & networks environment, both proactively and reactively ensuring service availability is maintained at a high level with limited outages.

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. Maintain a high level of availability of services provided to TVP / HC users by responding to alerts and events on a 24/7 basis. Utilising the specialist tools in place and automation where possible.
2. Ensure a timely response to referred incidents and requests for the support, resolution and management of systems according to agreed procedures to meet business need. Act as a point of escalation from the Service Desk ensuring resolution is within the defined service level agreement.
3. Identify problems or trends within the ICT estate and work with the problem manager to ensure root cause and technical resolution is identified.
4. Carry out regular operational maintenance and procedures including tape runs, file storage, etc. to ensure all documentation is kept up to date.
5. Support 3rd party suppliers when environment access controls need to be provided and access approved.
6. Act as advisor & contributor on capacity requirements across the estate ensuring file storage is always available.
7. Identify any configuration item alerts that can be automated within the estate and apply via the tools roadmap within the estate to report against defined, acceptable performance parameters.
8. To adhere to the JICT ITIL request for change process ensuring assessments and RFC's are presented at CAB
9. Provide guidance and mentoring to increase skills of the Service Desk Analysts working with them to ensure all knowledge base articles are up to date.

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:

Receives work in the form of specific objectives and / or work packages, and works regularly to standardised schedules and procedures.

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Proactive / reactive management of alerts, parameters and configuration. Ensuring system performance and availability parameters are maintained. The role holder will work with immediate and or / wider ICT team members to share best practice whilst providing development and performance assistance when required. They will act as a subject matter expert to provide guidance and advice to all TVP staff where necessary.

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. Knowledge of monitoring tools including ServiceNow, Solarwinds, SCOM & SCCM	E
2. A proactive and analytical approach with a technical background of supporting both on premises & cloud services.	E
3. Knowledge of ITIL event & access management processes and best practice	E
4. Proven ability to work in teams with little or no direct supervision. Ability to understand how the application of ICT technology impacts the organisation, business objectives and processes. Able to articulate technical designs and principles to a non-technical audience.	E
5. Possesses an understanding of Microsoft Server technologies as well as knowledge of enterprise backup solutions and virtualisation.	E
6. Must have capability to travel to different locations across the Forces, partner sites and suppliers and undertake all assignments in a timely manner. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential. *	E
7. Qualified ITIL v3 Foundation	D
<i>Additional comments:</i> * At interview, candidates will be asked to confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.	