

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

### HMI CATEGORY CODE:

**DIRECTORATE:** Deputy Chief Constable

**AREA/DEPT:**

**FAU:**

**SECTION:** West Coast Collaboration

**JOB TITLE: WCC TECHNICAL ANALYSTS**

**REPORTS TO:** WCC Technical and Support Manager

**CURRENT RANK/GRADE:** F - £32,673 - £38,376

**VETTING LEVEL:** MV

October 2020

### 1. JOB PURPOSE:

To be responsible for the performance, configuration, implementation and support of server hardware and software used by West Coast. Act as a technical authority for this technology providing advice and recommendations to West Coast.

### 2. PRINCIPAL ACCOUNTABILITIES:

- a. Act as a technical authority for the department on specific technology to provide analysis, advice and recommendations concerning new systems or changes and developments in existing systems and the impact on existing systems and / or users.
- b. Design, configure, test document and pilot new systems to ensure they deliver the expected benefits to West Coast Collaboration.
- c. Be responsible for ensuring there is a smooth handover of any new systems for full implementation and support.
- d. Develop system measurement and system automation programs and procedures in order to monitor capacity and performance and to forecast any changes required.
- e. Provide specialist technical back-up to User Support, responding quickly to complex issues concerning system availability and deciding upon the correct course of action needed, ensuring the minimal impact on the availability of the Record Management System.
- f. Communicate and liaise with IT peers across the collaborating forces to consider all system, application, networking and operational issues in order to ensure an integrated technical infrastructure for the Force.
- g. Analyse, design and configure existing systems so that they are efficient and manageable, ensuring uniformity across the force.
- h. Follow West Coast and individual force practices and procedures for all technical administration, configuration, performance, implementation and support activities to ensure system integrity is maintained.
- i. Resolve complex issues and keep abreast of developments by Minerva and Niche and attend meetings when requested to do so.

### 3. KNOWLEDGE AND EXPERIENCE ATTAINMENTS – To be evidenced against on

<b>Skills / Attainments [to be evidenced on application]</b>	
<b>Only evidence against these <u>FIVE</u> attainments on your application form</b>	
	1. The post holder should be qualified to HND or Degree Level in an IT/Computer Science or a closely related subject (Level 5 or Level 6 of the Regulated Qualifications Framework or equivalent experience of computer technologies / subjects or server operating systems. Formal, advanced training in the relevant technical areas are essential <b>(E)</b>
	2. The role requires an advanced, detailed knowledge of specific computer technologies/subjects such as Relational Database Management systems or server operating systems, along with an appreciation of the application of this technology within a wider computer system infrastructure <b>(E)</b>
	3. At least 2 years' experience in computer systems infrastructure would be suitable for this post. <b>(E)</b>
	4. Knowledge of system architecture, management, configuration and performance <b>(E)</b>
	5. Experience in technical support, administration and deployment of computer systems in a large-scale, distributed infrastructure <b>(E)</b>

<b>Other skills / experience / knowledge needed for the role and may be assessed during the interview process</b>	
	1. Knowledge of interfaces with external, associated systems
	2. Experience in configuring systems to optimum performance and tooperational management standards
	3. Experience in capacity planning, performance measurement and system automation techniques.
	4. Experience in design, testing and piloting of new systems
	5. Knowledge of current developments in computer systems and how the implementation of these new products or services could improve system performance or impact on existing systems

#### 4. RELATIONSHIPS:

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

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

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

The post holder reports to the WCC Technical and Support Manager who will set priorities, tasks and schedules but would be expected to work at their work location across West Coast unsupervised.

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

(i) ***Within West Coast Collaboration:***

Frequent contact with peers in the collaborating forces IT departments to maintain the performance and continuous availability of the records management system.

(ii) ***Outside West Coast Collaboration:***

Contact with supplier organisations on detailed technical support, design or development issues

Meetings with Niche or Minerva to understand new developments, products and services.

#### 5. CONTEXT:

(a) ***Operating Environment:***

The main aspect of the work is to be a technical specialist for the ongoing design, administration, support and development of the Niche Record Management system used by West Coast.

The role will also call for analysis and recommendations concerning planned changes to the system and infrastructure, as well as the design and testing of upgrades and modules.

(b) ***Framework and Boundaries:***

Free to set methods of working to the overall objectives set by the WCC Technical and support Manager and to strict West Coast procedures.

(c) ***Organisation:***

No direct reports.

#### 6. DIMENSIONS:

***Financial:*** No budgetary responsibilities.

***Staff:*** No staffing responsibilities

***Other:*** None

## **7. JOB CHALLENGES:**

Delivering a continuously available service to systems users.

Understanding the impact of new technologies and the consequences of changes to existing technology before making those changes to operational systems.

Delivering a continuously available system to West Coast Collaboration users.

Balancing user and IT requirements priorities when recommending system configuration and implementation methods.

Planning the detailed stages & setting the guidelines for system implementations, technology roll outs, changes to equipment and infrastructure, etc.

Maintaining a wide perspective on the system development and operation and the impact on users and the IT infrastructure as a whole.

## **8. ADDITIONAL INFORMATION:**

The Technical Analysts will work across West Coast Collaboration forces so do not necessarily need to be based in one specific force as they will be able to service user requirements at any location across West Coast Collaboration area.

Minerva is a collaborative organisation that currently represents 26 UK Police Forces that use the Niche RMS as their primary records management system. Historically each Force implemented the system independently, resulting in each deployment being slightly different with different modules utilised and often configured differently. Minerva now act as the liaison between forces and Niche thus ensuring less duplication of effort, standardisation and a more effective efficient service.

The NicheRMS™ Police Records Management System is an incident-centric tool that manages information in relation to the core policing entities: people, locations, vehicles, organizations (businesses or other groups), incidents (or occurrences) and property/evidence. The system is designed to incorporate Crime management, General Incident Management, Custody / Prisoner Management, Intelligence Management, Property Management, Court Case Preparation.

9. ORGANISATIONAL STRUCTURE:

