

Software Specialist

Job Family – Specialist

Grade: F/G	Department: IS&T
Location: Headquarters	Security Vetting: MV
Role Specific Requirements/ Restrictions:	None
Role Specific Hazards:	Display Screen Equipment, Headsets
System Access Requirements:	Briefing System, CMS, CRS, Custody, Digital Portal, Duty Management System, External e-mail, Info Assets, Internal e-mail, Internet, Intranet, LCS2010, MARE, PNI, Prisoner Processing, Sickness Recording, Tasking (DMS), Trent, Working Time Recording

Brief Description of your job, its main purpose and major tasks:

To assist in the production of efficient and high quality computer systems, to include web-based applications, within specified deadlines, working closely with users to ensure the systems developed meet their needs. To assist on systems design and development ensuring sound development practices are followed. To assist on the efficient maintenance and on-going enhancement of existing in-house systems.

Role Specific Tasks

1. To drive continuous improvement by taking an analytical approach to problem solving with the ability to devise original, innovative and creative solutions.
2. To assist in the delivery of large scale strategic Software Application projects.
3. To develop, test, configure, install and maintain computer software in line with the ICT department change and release management processes and procedures.
4. To undertake complex fault identification and resolution in order to provide a reliable service to the Force.
5. To provide expert and creative solutions to user problems to ensure user satisfaction and productivity.
6. To research, resolve and respond to complex questions received via telephone calls, call backs, or escalations and provide support on electronic services, in accordance with current standards.
7. To resolve incidents in line with agreed SLAs, and to identify patterns and trends in incidents leading to problem definition and resolution.
8. To provide guidance on the engagement with the business users to ensure the systems developed meet their needs.
9. To undertake work on all aspects of the application development lifecycle which includes analysis of requirements, system design, database design, coding, testing, documenting etc.
10. To assist in the production of efficient and high quality computer systems, to include web-based applications, within specified deadlines and which fit the users requirements.
11. To assist with the maintenance and support of in-house software applications (having responsibility for at least one major in-house application).
12. To assist in the on-going development, maintenance and support of the force intranet ensuring that site design and navigation is attractive and user friendly.
13. To adhere to working practices in place within the Development Section in terms of policies procedures, standards and industry best practice.
14. To monitor technology trends, such as emerging standards for new technology opportunities, and ensure these technologies are used to enhance the efficiency and effectiveness of the force.

Role Generic Tasks

15. To deliver advice and guidance on complex issues to the point of resolution.
16. To be accountable for service delivery.
17. To lead projects as directed by Senior Managers.
18. To effectively utilise continuous improvement techniques to improve and develop services.
19. To be responsible for specific budgets as designated ensuring expenditure is monitored.
20. To comply and act in accordance with relevant legislation, Dyfed-Powys Police Policies and protocols, including

Code of Ethics, Personal Development Review (P.D.R), Equal Opportunities, Health & Safety, Management of Police Information, Data Protection and Information Security.

21. To communicate through the medium of Welsh to a level 1 standard or be prepared to achieve this within 6 months of appointment [Click [here](#) for the DPP Welsh Language requirements].

To view descriptors of the level of responsibility required of this role please [click here](#).

Note: This job description is provided to give post holders a broad outline of the job activities of this post. Dyfed-Powys Police may require other duties to be undertaken which are not necessarily specified on the job description but which are commensurate with the scale of the post. The job description may be amended from time to time within the scope and level of responsibility relevant to this post.

Skills / Attainments [to be evidenced on application]

Only evidence against these FIVE attainments on your application form

	1. Must be qualified to degree standard or equivalent in a computer related discipline or have considerable relevant experience working within a software development environment. (E)
	2. Must have previous experience of system design and development. (E)
	3. Must have knowledge of the IT Infrastructure Library (ITIL) best practice for IT Service Management. (E)
	4. Must have in-depth practical knowledge and experience of web, mobile and client server technologies, database modelling and design, database query languages, (i.e. SQL), technologies such as C #, ASP.Net, javascript, JQuery, JSON, SOAP, RESTful Services, XML, CSS and development methodologies (UML). (E)
	5. Must have well developed written and oral communication skills, including delivering high quality presentations (E)

Other skills / experience / knowledge needed for the role and may be assessed during the interview process

	1. Should have practical knowledge of the Criminal Justice System, Home Office Statutory requirements and police practices and procedures. (D)
	2. Must have experience of effecting change to improve personal performance (E)
	3. Must show evidence of continuous professional development (E)
	4. Must be computer literate with good knowledge of Microsoft Word, Excel and PowerPoint (E)
	5. Must be able to evidence ability to work autonomously, making sound evidence based decisions (E)
	6. Must have proven experience of advising and influencing others (E)
	7. Must be able to manage a workload and balance competing priorities, redirecting resources quickly and effectively to meet changing demands (E)

	8. Must be able to travel throughout the force area (E)
	9. Should have proven experience of leading and managing teams (D)

KEY: (E) – Essential / **(D)** – Desirable

Please Note: At interview candidates will be assessed against the criteria detailed in the following link [Click here](#). Further details on the interview process are provided as part of the candidate information pack.