Role Title	Digital Applications Support Analyst	*Reporting to*	Senior Digital Applications Support Analyst
Section	Digital Service and Support	*District/Department*	Digital Policing Directorate
Tenure		*Rank/Grade*	SO1

Part A – JOB DESCRIPTION

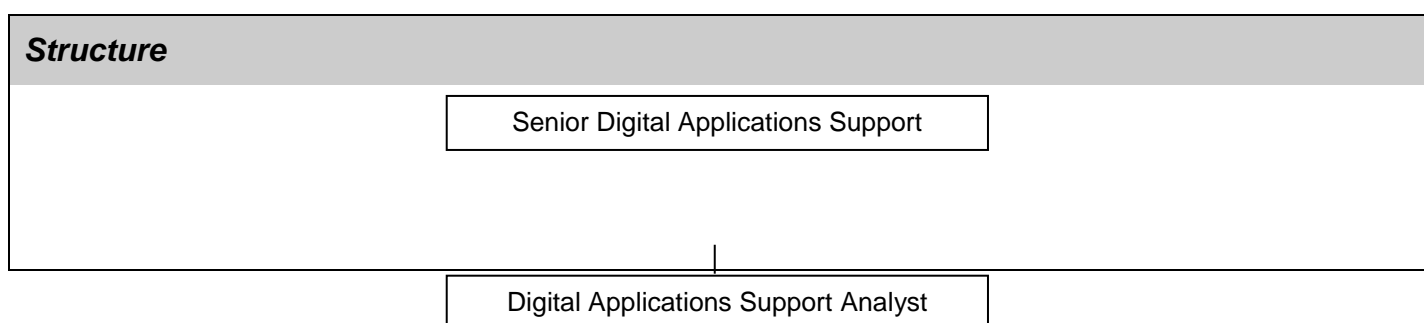| *Overall purpose of role*	To support and maintain systems and integrity of the data contained therein to associated service levels of the managed applications. To participate in improvement initiatives, adoption and change control processes; and actively supports all production functions providing advice and guidance on record and system management.

Key outputs for role

1. Lead by example and behave in line with the Police Code of Ethics ensuring that the force values and behavioural expectations are clearly understood and considered by managers, officers and staff in their decision making and actions; reinforcing and influencing them through all interactions and processes

2. To work with specific responsibilities as defined by the Line Manager to support computer applications.

3. Maintain and support the applications and the integrity of the data contained therein to meet SLA and performance targets, managing the user environment allowing correct levels of access and administration of system configuration items.

4. Responsible for ensuring that relevant data is mapped between systems to discharge the Force's responsibility.

5. Monitor the health and capacity of underpinning systems to meet availability targets and support business continuity.

6. Investigate problems and identify root-causes to prevent their re-occurrence.

7. Participate in problem-solving teams as required to provide technical proposals.

8. Attend the Change Advisory Board (CAB) when required updating on incident and problem management within the assigned systems portfolio.

9. Liaise, monitor and work with IT supplier's staff to perform work to the Department's quality standards and operating procedures.

10. Assist in the implementation of new computer systems and applications working with other departmental resources as appropriate.

Dimensions *(Financial/Statistical/Mandates/Constraints/No. of direct reports)*

- Assisting with the support of up to 100 force systems supporting around 9,000 users.

- As required participate in problem-solving teams. Take personal responsibility for investigating problems and trends in performance, proposing solutions and actively creating a knowledge base.

- Responsible to seek professional advice/guidance/knowledge from within the department or suppliers to ensure quality and correctness in undertaking any duty.

- Postholder may be seconded to any area of the IT Department to work on improvement projects or in support duties.

- Maintain and support the department's quality policy by working to the documented procedures and adhere to the data protection principles.

Work/Business contacts

Internal : Work closely with all members of the IT Department and liaise with other District/Departmental staff with regard to IT support and problem solving.

External: Management of suppliers and external maintenance and support providers to meet SLAs.

Expertise in Role Required (At selection - Level 1)	Essential or Desirable
• Experience of supporting operating systems and applications.	Essential
• Skill and competency in supporting a large computer infrastructure	Desirable
• Production mind-set - demonstrated belief in the management of services for customers, using facts and processes, and the primary importance of supporting the customers to do their jobs.	Essential
• Degree in Computer Studies OR equivalent OR relevant experience.	Essential
Other (Physical, mobility, local conditions)	
• Willingness and ability to participate in a call-out rota.	Essential
• Ability and willingness to travel for business purposes	Desirable

Expertise in Role - After initial development - Level 2

- Detailed working knowledge, technical skill and competency in WYP's Computer Infrastructure and assigned services.
- Detailed working knowledge of the profiles of the managed Digital Policing Services and their relationships.
- Detailed working knowledge in using a formal problem-solving methodology.

Structure

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│  Senior Digital Applications Support │
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┌─────────────────────────────────────┐
│  Digital Applications Support Analyst│
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PART B – COMPETENCIES & VALUES

Competency and Values Framework –
http://www.college.police.uk/What-we-do/Development/competency-and-values-framework/Documents/Competency-and-Values-Framework-for-Policing_4.11.16.pdf

Level 1 –Practitioner

PART C - DEVELOPMENT OF ROLE

Expertise in Role (Advanced - Level 3)

- Detailed working knowledge and experience to benchmark performance for assigned services to ensure they are comparable with the best of industry.
- Basic working knowledge and proven ability to assist with the development of applications within Digital Innovation

PART D - ACCESS & VETTING

Standard IT Access	Default
Police Building (Perimeter and Zone access)	Perimeter Access to buildings where based
Vetting Level	Management Level Vetting
Date accepted as a role profile	24/10/17