



HERTFORDSHIRE
CONSTABULARY

ROLE PROFILE

Role Title:	ICT Assistant Applications Analyst
Rank/Grade:	(B) SC4-5 (C) SC3-4 (H) A3
Job Family:	Business Support
Reporting to:	Business Application Team Leader
Main purpose of the role:	To provide second line ICT support to end users in relation to business-enabling applications or line of business applications ensuring that calls for service are dealt with promptly and recorded accurately. Tasks will include the management of user permissions and provision of support to end users for systems including email, main network accounts and SharePoint or Corporate Applications.

Key Responsibilities	
<ul style="list-style-type: none"> Undertake day to day service administration and user support for force systems including Microsoft Exchange and Microsoft SharePoint or Corporate Applications. Administer network accounts and user access privileges and permissions. Undertake day to day service administration and user support for force systems including Microsoft Exchange and Microsoft SharePoint or Corporate Applications Record and maintain detailed and accurate reports of faults and actions taken. Provide advice to users over the telephone and in person. Proactively manage open calls (incidents and service requests) and resolve where possible ensuring fault calls and requests for help and advice are resolved and actioned within agreed time limits. Work across teams within ICT to progress the investigation of issues. Where faults cannot be resolved internally, report to more experienced colleagues and remain a central point of contact for users throughout the investigation by the IT Department and where necessary suppliers. Under guidance from your Team Leader, assist the Application Analysts to carry out Audits, software updates and configuration updates of systems and services. Proactively maintain knowledge and understanding of the applications and the operating environments, so that the correct guidance and advice can be offered to users or to ensure the effective resolution of incidents. 	

Agile Working	To be confirmed
Psychological Assessment	To be confirmed
Return on Investment	To be confirmed
Limited Duties	To be confirmed

Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> None

Entry Requirements
<ul style="list-style-type: none"> 2-years' experience in an ICT environment ITIL Foundation Certificate desirable Educated to GCSE level or equivalent (Inc. Maths & English) or proven written and numeric skills. Proven ability to work in a team Good computer literacy & keyboard skills including ability to use a computer/telephone and headset Must be highly-motivated, innovative and flexible with excellent time management skills. Must be capable of good communications at all levels often dealing with complex ICT issues with non-ICT staff. Must be conversant and at ease with all forms of communication. Ability to work effectively with minimal supervision



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- Self-motivated and well organised

The Assistant Applications Analyst will process some of the more routine calls raised via the Service Desk for the Applications team to include network account administration (email system) and user permissions (e.g. SharePoint) as well as investigating users' problems with nominated applications

Any other General Requirements/Scope

- Role holder will be required to attend meetings across Bedfordshire, Cambridgeshire and Hertfordshire with other ICT teams and business departments.
- Vetting required, as advised by the vetting unit.
- The role will require additional hours in the event of operational exigency.
- The post holder will be expected to undertake training as and when required.
- The post holder will be expected to comply with health and safety requirements.
- Following appropriate training, to take on the role of Evacuation Marshal if no volunteers come forward in the post holders work location.

Obligatory Requirements

- Before commencement of this appointment, this role is subject to medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.
- There is a requirement for the role holder to meet the probationary objectives set.



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Personal Qualities(Behavioural Competencies)

We are emotionally aware

I consider the perspectives of people from a wide range of backgrounds before taking action. I adapt my style and approach according to the needs of the people I am working with, using my own behaviour to achieve the best outcome. I promote a culture that values diversity and encourages challenge. I encourage reflective practice among others and take the time to support others to understand reactions and behaviours. I take responsibility for helping to ensure the emotional wellbeing of those in my teams. I take the responsibility to deal with any inappropriate behaviours.

We take ownership

I proactively create a culture of ownership within my areas of work and support others to display personal responsibility. I take responsibility for making improvements to policies, processes and procedures, actively encouraging others to contribute their ideas. I am accountable for the decisions my team make and the activities within our teams. I take personal responsibility for seeing events through to a satisfactory conclusion and for correcting any problems both promptly and openly. I actively encourage and support learning within my teams and colleagues.

We are collaborative

I manage relationships and partnerships for the long term, sharing information and building trust to find the best solutions. I help create joined-up solutions across organisational and geographical boundaries, partner organisations and those the police serve. I understand the local partnership context, helping me to use a range of tailored steps to build support. I work with our partners to decide who is best placed to take the lead on initiatives. I try to anticipate our partners' needs and take action to address these. I do not make assumptions. I check that our partners are getting what they need from the police service. I build commitment from others (including the public) to work together to deliver agreed outcomes.

We deliver, support and inspire

I give clear directions and have explicit expectations, helping others to understand how their work operates in the wider context. I identify barriers that inhibit performance in my teams and take steps to resolve these thereby enabling others to perform. I lead the public and/or my colleagues, where appropriate, during incidents or through the provision of advice and support. I ensure the efficient use of resources to create the most value and to deliver the right impact within my areas. I keep track of changes in the external environment, anticipating both the short- and long-term implications for the police service. I motivate and inspire others to achieve their best.

We analyse critically

I ensure that the best available evidence from a wide range of sources is taken into account when making decisions. I think about different perspectives and motivations when reviewing information and how this may influence key points. I ask incisive questions to test out facts and assumptions, questioning and challenging the information provided when necessary. I understand when to balance decisive action with due consideration. I recognise patterns, themes and connections between several and diverse sources of information and best available evidence. I identify when I need to take action on the basis of limited information and think about how to mitigate the risks in so doing. I challenge others to ensure that decisions are made in alignment with our mission, values and the Code of Ethics.

We are innovative and open-minded



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I explore a number of different sources of information and use a variety of tools when faced with a problem and look for good practice that is not always from policing. I am able to spot opportunities or threats which may influence how I go about my job in the future by using knowledge of trends, new thinking about policing and changing demographics in the population. I am flexible in my approach, changing my plans to make sure that I have the best impact. I encourage others to be creative and take appropriate risks. I share my explorations and understanding of the wider internal and external environment.