



South Yorkshire

POLICE

JOINT SYSTEMS TEAM MEMBER (CVF)

District/Department	INFORMATION SYSTEMS	Rank/Grade	BAND D
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Role purpose:	AS MEMBERS OF THE JOINT FORCE SUPPORT TEAM ASSIST WITH THE MANAGEMENT OF OPERATIONAL FORCE SYSTEMS – CURRENTLY CONNECT; PRONTO; SMART CONTACT AND BODY WORN VIDEO BY SUPPORTING END USERS AND PROVIDE AN INTERFACE BETWEEN INFORMATION SYSTEMS; AND BOTH ORGANISATIONS WITH THE AIM OF OPTIMISING THE USE OF SYSTEMS. JOINT FORCE SYSTEMS MAY BE ADDED TO OR REPLACED AS AND WHEN NECESSARY
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Summary of main duties

- In liaison with the Joint Systems Manager assess bugs and failures with an operational impact focus, co-ordinate drawing test personnel in from across both Forces as and when necessary
 - Provide user Support via telephone with operatives either from direct dial calls to the team or via the IS HelpMe function
 - Use communication e-briefing on changes and FAQs
 - Liaise with Information Systems and weekly triage of requests for change to enable prioritisation
 - Provide day to day assistance to the Joint Systems Manager associated with the planning and development of joint systems and ensure that change requests are implemented and delivered
 - Develop and write test scripts based on faults and fixes documented with the systems release notes provided by suppliers, that ensures a structured process for the test team
 - Undertakes and applies structured tests of joint systems in line with test scripts to ensure comprehensive testing of software is completed
 - Prepares reports for the Joint Systems Manager on the status of the testing and identifies significant issues which need to be resolved, to aid developers with regards to further fixers/changers which may be required
 - Assess the results of testing and make recommendations as to the level of risk and likely impact on the live systems if deployed, to highlight the potential risk to both Forces prior to implementation into live and make recommendations on any available alternative solutions
 - Facilitate user groups and workshops to identify business requests for additional system functionality and make recommendations on the suitability and feasibility of user requests. Provides technical advice to develop these basic requests into technical system change requests that will assist system technical users and providers to develop additional and/or improved system functionality
 - Provide tactical advice and help to data quality groups, working to improve data quality
 - Populate the newly built user data base
 - Ensure the systems are optimised to achieve maximum business benefits
- Note: it is a requirement of the role to work occasional overtime; evenings or week-ends.

Competencies/behaviours

Please access the College of Policing website (via Google Chrome) and refer to the **Competency and Values** for a definition of the values and essential behaviours for each required competency level.

Competency	CVF Level
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	Level 1 - Practitioner Level 2 - Supervisor/Middle Manager Level 3 - Senior Manager/Executive
We are emotionally aware	1
We take ownership	1
We are collaborative	1
We deliver, support and inspire	1
We analyse critically	1
We are innovative and open-minded	1
Core values for ALL employees:	
Integrity	Public Service
Impartiality	Transparency

Experience, Education and Skills: *Ideally between 4 and 6 of each (which will be used as Essential/Desirable shortlisting criteria)*

Essential:

Substantial experience in research and design/methodology/analysis and evaluation methods including the conducting of reviews, interviews, developments of questionnaires and associated benchmark activity. Knowledge and understanding the Police Service structure/general policy.

Computer literate with practical experience of utilising process mapping/activity analysis techniques. Self-motivated and able to work with minimum supervision. Good presentation skills

Excellent communication skills in order to elicit information from people at all levels within and external to both Forces, good report writing and interviewing skills

Ability to collate, analyse and evaluate large volumes of information to reach well-reasoned decisions with minimal supervision, demonstrated ability to use own initiative and judgement in the interpretation of data/information

Demonstrate attention to detail and accuracy in all tasks undertaken and displays a creative and innovative approach to fact finding and problem solving. Ability to convey confidence, credibility in approach to work. Ability to work under pressure and meet specific deadlines.

Flexibility to meet the demands of the post

Desirable:

An understanding of and a willingness to successfully completed the IT Software Testing Foundation Course and ISEB Foundation Certificate in IT Software Testing. Knowledge and understanding of the guidance on the Management of Police Information