Tech Enabled Solution Specialist

District/Department	Business Change and Innovation	Rank/Grade	Band C

Role purpose:	As part of the Technology Enabled Transformation Team, the post holder will be required to utilise a toolbox of available IT solutions to solve specific problems faced by operational officers and staff giving expert advice to resolve issues and facilitate others to solve their own in order to drive and fully derive the benefits from IT solutions.

Summary of main duties

Utilise a toolbox of available IT solutions to solve specific problems faced by operational officers and staff giving expert advice to resolve issues and facilitate others to solve their own, in order to drive and fully derive the benefits from IT solutions.

Provide a service and link working between IS, Business Change and Operational Customers.

Provide advice and guidance on Office 365 products and other technologies on their functions and capabilities.

Working with colleagues in IS to implement within the operational environment the capabilities of Office 365 and other technologies in order to meet the business needs.

Support the Business Analysts and the Tech Enabled Operational Change Lead to embed technology into the business.

Maintain relationships with key stakeholders.

Share gained knowledge among the team and stakeholders.

Identify and escalate issues to our Tech Enabled Operational Change Lead whenever necessary

Troubleshoot and interact with your colleagues and stakeholders to find customer orientated solutions

Stay current with new system changes and updates

May be required to work outside normal hours and travel around and outside of the force area.

Perform any other such duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

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 https://profdev.college.police.uk/professional-profile/police-constable/	CVF Level **Level 1 – Practitioner** **Level 2 – Supervisor/Middle Manager** **Level 3 – Senior Manager/Executive**

We are emotionally aware	Level 1
We take ownership	Level 1
We are collaborative	Level 1
We deliver, support and inspire	Level 1
We analyse critically	Level 1
We are innovative and open-minded	Level 1
Core values for ALL employees:	
Integrity	Public Service
Impartiality	Transparency

Education, Qualifications, Skills and Experience (Outline the skills and educational and qualification requirements to be able to fulfil the role, this criteria should be considered as part of an individual's PDR)
Essential Criteria:
Holds a degree and/or significant experience of working with Information Technology
Working knowledge of Office 365 and its operational capacities within the working environment
Good communication skills both written and oral
Strong IT skills including Microsoft Word Excel
Knowledge and experience of resolving problems at an organisational level
Flexible and adaptable to a fast changing environment
Ability to remain calm under pressure, consistent in approach to daily tasks and committed to customer service
Desirable Criteria:
Knowledge of policing activities

WFP 31 Jul 19