Information Systems Team Leader (Application Support)

District/Department	Information Services	Rank/Grade	Band F

Role purpose:	Manage a team of specialist technology staff across SYP and HP, delivering and supporting a wide range of applications that are critical to operational policing and the support services offered.

Summary of Main Duties:

Lead a team with responsibility for providing ongoing support and maintenance for a range of critical applications, systems and platforms across both forces.

Responsible for developing, delivering and supporting highly reliable services, balancing cost effectiveness with service efficiency.

Responsible for ensuring incident, problem and change management procedures are adhered to, whilst finding ways to accelerate service delivery to customers.

Contribute in the decision-making process and make recommendations to the IT Management Team.

Maintain relationships with key stakeholders.

Responsible for coaching and mentoring their team to ensure professional development, team resiliency and a positive working environment.

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

Experience, Education and Skills:
Essential Criteria (used for short-listing):
Previous supervisory experience.
Hold a degree and/or significant experience of working with Information Technology.
Able to demonstrate a strong understanding of Systems Administration.
Good communication skills both written and oral.
Strong IT skills, in areas such as Windows or Linux.
Knowledge and experience of resolving problems at an organisational level.
Flexible and adaptable to a fast-changing environment.
Able to remain calm under pressure, consistent in approach to daily tasks and committed to customer service.
Desirable:
ITIL Foundation.
Knowledge of TOGAF/COBIT.
Knowledge and experience of project planning and methodologies - PRINCE 2.
Experience in Business Analyst techniques and methodologies.
Java Application, Web Services, ORACLE Forms, PHP, Drupal, XMLI.
Knowledge and experience of dealing with a commercial market.
Knowledge and experience of business models and continuous improvement.