Support Team Leader

Service Unit	ICT
Team	ICT Service and Support Team
Responsible to	ICT Service and Support Manager
Scale and Salary Range	PO 1 / 2
Vetting Status	NPPV3
Politically Restricted	No
CVF Level	Level 2

Job Purpose

To ensure ICT Service Support in line with Service Level Agreements, the Service Catalogue and ITIL.

To review, supervise and task in the delivery, maintenance and support functions for the ICT service necessary to enable Cleveland Police to carry out its operational and associated functions.

Oversee the provision of systems administration, maintenance and support functions for the ICT end user assets necessary to enable Cleveland Police to carry out its operational and associated functions including diagnosis and resolution of IT faults in line with service targets, and contributing technical support and delivery for ICT Projects and Changes.

To support the processes and procedures associated with the management of a busy ICT department in accordance with the ITIL framework.

Principal Duties and Responsibilities

- To act as the lead for the ICT Service and Support Team to provide an IT support and request fulfilment process

- Deployment or movement of ICT end user assets through requests or projects to include:
    - Desktops/Laptops
    - Mobile Devices
    - Telephones
    - Recording systems
    - Multi-Function Devices
    - Other ICT assets

- To review, asses and approve ICT Service Requests

- To oversee a 2nd Line Support Service for the ICT Support and Service request processes and liaise closely with the ICT Service Desk.

- To ensure that all requests for service are categorised, prioritised and allocated correctly and that SLA and KPI targets are tracked and escalated where necessary.

- To liaise with other ICT teams to assist in incident management, request fulfilment and problem solving.

- To liaise with third party suppliers for the support of ICT systems, etc. (includes monitoring and reporting upon performance against targets).

- To keep up to date records of all ICT assets and inventories at all stages in their lifecycle.

- Integration and test of new products (both hardware and software) for incorporation into the client end user estate.

- Evaluate hardware and software for desktop environments.

- Provide technical expertise in the specification, procurement and implementation of end user related products, systems and services in support of the operational and administrative systems required by the force to function efficiently.

- Administration and enhancement of the end user environment and its supportability.

- Provide 3rd line support for end user environments.

- Carry out project tasks as defined in the ICT work programme to ensure the success of the project.

- Accurately assess time to complete tasks in order to follow standard project processes and procedures.

- To be aware of the relevant SLA structure and to respond, fix or escalate according to the limits set out within that structure.

- Maintain Operational and User procedures to ensure that Team Leader is informed of progress.

- Ability to participate on 24x7 on call rota.

- Design and development of standard desktop images and profiles for a range of platforms to provide for consistency of interface and ease of deployment.

- Packaging of Microsoft desktop and infrastructure products for remote deployment.

- Problem Investigation – Provide technical assistance to the Service Support Team.

- Application Integration – Provide technical assistance to the Applications

team.

- Analyse, develop, and document operational standards and procedures in relation to infrastructure services ensuring compliance with Service Management guidelines and that the performance of the systems and support services meet Service Level Agreements. Ensure compliance with Information Security requirements.

- Environmentally scan, liaise with internal and external user groups, manufactures and suppliers, attend meetings as required in order to maintain service capabilities and to provide technical input to influence strategic direction, in addition to recommending and trialling new solutions to aid the business.

- Test all deliverables produced and document results.

- Supervise and train staff, providing advice and guidance when required in order to enhance the services provided in support of the ICT end user environments.

- Oversee regular patching of endpoints (such as desktops) according to the designated maintenance windows, to include the timely update of patching information in ICT's asset management tool, including security, Operating System, Firmware, and 3rd party desktop applications enabling approved security related changes with minimum disruption to the end user service.

- Ensure standardised methods, processes and procedures are followed for all security related change requests that are applied; where appropriate, develop, refine and document security related processed and procedures.

- Provide technical expertise in the specification, procurement and implementation of end user related products, systems and services

- When required create application deployment packages, test, and deploy according to policy and procedures

- Ensure the provision of the incident resolution activities outside of core business hours as part of a call out team.

- To supervise, develop and motivate staff within the team and ensure that staff operate in a safe manner and that the Force and Statutory Health & Safety Regulations are conformed to.

- To undertake Continuing Professional Development (CPD) activities such as instructor led-training, e-learning and workshops in order to keep abreast of new technologies so that they can be implemented within force

Note

The above list is not exhaustive and other duties commensurate with the grade and general nature of the post may, from time to time, be required. In addition, there may be some variation and/or development of the above duties and responsibilities without changing the general nature of the post.

All employees are to comply with confidentialities laid down in the Data Protection Act 2018, the Management of Police Information (MOPI), and the Official Secrets Act (which you will be bound for, for life).

All employees are expected to demonstrate a commitment to the principles of equality of opportunity and fairness of treatment for all within Cleveland Police.

Support Team Leader

Person Specification	
Essential knowledge, skills, and experience (E)	**Desirable knowledge, skills, and experience (D)**
Knowledge and Qualifications	
Educated to HNC or degree level or equivalent experience	A knowledge of Enterprise Management tools
Sound knowledge of networking principles	VMWare, Microsoft, Citrix certifications
An understanding of the ITIL principles and standards for Service Delivery and Support	ITIL Foundation certificate
	Knowledge of infrastructure monitoring and alert solutions
Experience	
Experience of working in a large and complex organisation	Experience of project delivery
Previous experience in senior technical support role.	Experience of DevOps
Previous experience in some of the following technologies: Solaris, Microsoft Server products, Office 365 Microsoft Active Directory Services, Virtualisation technologies, Microsoft Desktop and server products, Email & Messaging systems, SAN & NAS systems, Thin Client, Remote Access capabilities.	
Skills / Abilities	
Demonstrate a methodical approach	
Ability to make effective decisions	
Ability to plan and prioritise resources effectively in order to deliver good service	
Able to analyse a range of information noting patterns & trends & to present results in an appropriate format	
Other	

Full clean driving licence	
Prepared to use own vehicle for business purposes on occasions when the need arises	
Actively seeks to find solutions to problems	
Ability to participate on 24x7 on call rota	

All applicants who identify themselves on the equal opportunities section of the application form as having a disability under the Equality Act 2010 and who meet the essential criteria for the post will be guaranteed an interview.

Version Control	
Reason for Version Change	**Version date**
Ratified at Grading panel	March 2021

Competency and Values Framework (CVF) for Policing: Level 2 – Middle Manager

Set out below are Cleveland Police Leadership Behaviours (2017) drawn from the College of Policing's Competency and Values Framework for Policing (2017). A candidate's behaviours/values will be measured at interview.

Competency	Level 2 – Middle Manager
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.
Taking 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.
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.
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.

	• 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.
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.
Innovative and open-minded	• 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.

Values	All Levels
Integrity	• I always act in line with the values of the police service and the Code of Ethics for the benefit of the public. • I demonstrate courage in doing the right thing, even in challenging situations. • I enhance the reputation of my organisation and the wider police service through my actions and behaviours. • I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations. • I am open and responsive to challenge about my actions and words. • I declare any conflicts of interest at the earliest opportunity. • I am respectful of the authority and influence my position gives me. • I use resources effectively and efficiently and not for personal benefit.
Impartiality	• I take into account individual needs and requirements in all of my action. • I understand that treating everyone fairly does not mean everyone is treated the same. • I always give people an equal opportunity to express their views. • I communicate with everyone, making sure the most relevant message is provided to all.

	• I value everyone's views and opinions by actively listening to understand their perspective. • I make fair and objective decisions using the best available evidence. • I enable everyone to have equal access to services and information, where appropriate.
Public Service	• I act in the interest of the public, first and foremost. • I am motivated by serving the public, ensuring that I provide the best service possible at all times. • I seek to understand the needs of others to act in their best interests. • I adapt to address the needs and concerns of different communities. • I tailor my communication to be appropriate and respectful to my audience. • I take into consideration how others want to be treated when interacting with them. • I treat people respectfully regardless of the circumstances. • I share credit with everyone involved in delivering services.
Transparency	• I ensure that my decision-making rationale is clear and considered so that it is easily understood by others. • I am clear and comprehensive when communicating with others. • I am open and honest about my areas for development and I strive to improve. • I give an accurate representation of my actions and records. • I recognise the value of feedback and act on it. • I give constructive and accurate feedback. • I represent the opinions of others accurately and consistently. • I am consistent and truthful in my communication. • I maintain confidentiality appropriately.

Further detailed information on the CVF can be located by clicking on the following link:

https://skillsforjustice-ppf.com/competency-values/