

# LANCASHIRE CONSTABULARY

## JOB DESCRIPTION



**Lancashire**  
**Constabulary**  
police and communities together

**Post Title:** Client Support Officer - Telecoms

**Location:** Lancashire Constabulary Headquarters - ICT

**Responsible to:** Telecoms Engineer

**Job Purpose:** To deliver high quality provision of ICT customer support and service through repair and maintenance of ICT Telecoms equipment, ensuring service delivery is aligned to operational and customer needs.

**Grade:** LC 5

### KEY RESULT AREAS

**This is not a comprehensive list of all the tasks which may be required of the postholder. It is illustrative of the general nature and level of responsibility of the work to be undertaken**

- To be responsible for the maintenance, fault diagnosis, repairs and upgrades of ICT Telecoms equipment and services across the Constabulary.
- To provide advice and support to customers, stakeholders and ICT staff in order to maximise system performance.
- To adhere to systems of internal control operating within Telecoms, ensuring compliance with Constabulary policies and ICT National Standards.
- To ensure that systems, installations and projects are recorded and mapped appropriately.
- To ensure the security of data and services against loss and inappropriate access, in consultation with the Technical Architect.
- To liaise and consult with other areas/teams across ICT when investigating problems and developing solutions, in order to minimise disruption to users and the force.
- To deliver high quality provision of support services to internal and external service users, ensuring Service Level Agreements are adhered to at all times.
- Demonstrate a strong personal commitment to delivering and achieving value for money, whilst providing high quality service.
- To undertake other duties and additional responsibilities as determined by the Telecoms Engineer, consistent with the grading of the post.

## **CANDIDATE SPECIFICATION**

<b>Essential</b>	<b>Desirable</b>	<b>To be identified by:</b>
<b>Qualifications</b>		
ITIL Foundation Certificate or willingness to work towards	HNC/ equivalent qualification or willingness to work towards	Application Form
Evidence of Continuing Professional Development		Application Form
<b>Knowledge/Experience</b>		
Experience and knowledge of current IT infrastructure, applications and systems		Application Form/ Interview
Experience of and the ability to engage with a wide range of stakeholders, internally and externally		Application Form/ Interview
Experience of communicating effectively across a wide spectrum of people, both individually and in groups		Application Form/ Interview
Experience of producing and implementing technical procedures and associated supporting documentation		Application Form/ Interview
Knowledge and experience of the diagnosis and repair of faults across a range of ICT equipment and systems		Application Form/ Interview/ Assessment
Experience of working on own initiative, investigating problems, developing solutions and taking appropriate timely action to resolve them		Application Form/ Interview
Experience of working effectively as part of a team		Application Form/ Interview
Demonstrates self-motivation and willingness to develop self within the role		Interview
<b>Other</b>		
Full Driving Licence		Application Form
An acceptable attendance record		Attendance to be checked post interview by Recruitment for internal staff, via references for external applicants.
Required to pass relevant vetting level		Application Form/ Vetting process
Demonstrates a flexible approach to working practices and hours		Interview
The ability to travel on Constabulary business, as required		Interview

<b>Personal Qualities</b>	
<b>Decision making</b> Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.	Interview/ Assessment
<b>Leadership</b>	
<b>Openness to change</b> Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change. Takes an innovative and creative approach to solving problems.	Interview/ Assessment
<b>Service delivery</b> Understands the organisation's objectives and priorities, and how own work fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes. Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well. Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.	Interview/ Assessment
<b>Professionalism</b> Acts with integrity, in line with the values and ethical standards of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behaviour. Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.	Interview/ Assessment
<b>Public service</b> Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests. Understands the expectations, changing needs and concerns of different communities, and strives to address them. Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police. Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them. Works in partnership with other agencies to deliver the best possible overall service to the public.	Interview/ Assessment
<b>Working with others</b> Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships. Explains things well, focusing on the key points and talking to people using language they understand. Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively. Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations. Is courteous, polite and considerate, showing empathy and compassion. Deals with people as individuals and addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.	Interview/ Assessment

*Please note that the use of the terms "Assessment & Interview" is based upon candidates being successfully short-listed. In addition, the Division reserves the right to select the most suitable candidate based upon any combination of assessments that it deems appropriate.*

**Date last updated: January 2013**