



Gwasanaeth Tân ac Achub Gogledd Cymru North Wales Fire and Rescue Service

JOB DESCRIPTION

POST TITLE	ICT Support Officer	POST REF	B564 / A58
DEPARTMENT	ICT	DATE	19/09/18
REPORTS TO	ICT Support Manager	SALARY GRADE	NWFS 6
LOCATION	Conwy	HOURS PER WEEK	37

OVERALL JOB PURPOSE

To provide an efficient ICT support and maintenance service for NWFRS employees. To support and maintain IT, communications and multimedia services.
To ensure that NWFRS gains the benefit of information and communications technology, so that it is used to maximise the efficiency and cost effectiveness of NWFRS.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1.	Represent the Department and Service in meetings, seminars, presentations, training and development courses, both locally and regionally.
2.	To coordinate, report and repair hardware and software defects whilst ensuring an effective administration procedure is maintained.
3.	To assist the ICT team with the implementation of new initiatives.
4.	Investigation into suitable cost effective technological solutions.
5.	Production of reports for management.
6.	Provide technical advice and support for large scale organisational projects and Service Management Reviews.
7.	Organise De-install / Re-install of MDT hardware within Fleet vehicles. Carry out first line troubleshooting tasks on vehicles, such as Airwave terminal functions and MDT fault diagnosis, or the installation of replacement equipment.
8.	On installation/movement of equipment or software, update inventories, asset registers and change management spreadsheets.
9.	Installation/replacement and removal of both software and hardware as and when required.
10.	Resolution of ICT problems through in-house service provision and contract management of third party support.

PRINCIPAL DUTIES AND RESPONSIBILITIES	
11.	To be fully involved in integration issues relating to both information technology and communications.
12.	Maintain the integration policy and that of data being entered once only.
13.	Production of supporting documentation as related to the support side of the ICT department.
14.	Liaise and work closely with all members of ICT department in order to achieve a practical and timely solution to unexpected events or failure of services.
15.	Responsible for managing software update schedules on all System devices, to ensure compliance with NWFRS policy and Industry best practice.
16.	Support and maintenance of information systems, including relevant operational systems, to include the deployment and maintenance of Windows servers, SQL and Oracle database servers, web servers, desktop, laptop, mobile technology, application software and database software.
17.	Support and maintenance of IT network and telephony services, including the mobilising bearers for Command and Control, emergency and non-emergency control room telephony, VOIP, recording and video services.
18.	Support and maintenance of radio and alerting services, including the legacy wide area radio network and fireground radios.
19.	Undertake the programming and testing of Airwave terminals using the Motorola programming software.
20.	Administer and maintain user accounts / groups / permissions using Microsoft Exchange and Active Directory.
21.	Undertake service management duties including monitoring of the Airwave SMT and reviewing and approving technical requests for change. Monitoring SMT fault reports and identifying trends in Airwave and Control Room issues.
22.	Support and maintenance of mobile technology to provide mobile working to Service personnel, delivering fire safety and operational risk information to fire safety inspectors and practitioners, officers and operational crews.
23.	To cover the ICT service desk function in the absence of service desk staff.
24.	Perform system administration on the Central Management System (CMS), including the testing and rectification of Point of Interest (POI) errors prior to export to the MDTs.
25.	Maintain the Airwave, ICCS and terminal fleet maps for the Service. This includes maintaining the TEA2 asset register and carrying out the duties of the TEA2 Custodian.
26.	Ensure that Command & Control to station-end network functionality is monitored and tested as required.
27.	Manage the purchase, configuration and issue of the alerter hardware. Update the asset management of equipment using MIS and Digicom Map. Researching and developing new alerter profiles to benefit the service.
28.	Provide support and maintenance of site-based antenna systems. Advise on maintenance and improvement for the existing systems. Manage assets and spares, ensuring 3 rd party suppliers are advised where necessary.
29.	Daily management of Site Sharing agreements within the Service. Review, query and respond to access requests for Service sites by third parties, including Analysis of contractor risk assessments and method statements to ensure that safe working practices and procedures are maintained on Fire Service premises.
30.	Responsible for the review and ordering of additional spare stock in relation to current maintenance contracts with 3 rd party suppliers.

PRINCIPAL DUTIES AND RESPONSIBILITIES

31.	Requirement to work across multiple mission critical environments at the same time as retaining precision and speed in the work being carried out.
32.	Present fault information to the ICT Support Manager for problem management. Identify system problems and suggest possible solutions. Carry out system testing and implementation.
33.	Effectively communicate orally and in writing, complicated, technical, or sensitive information to a range of audiences of varying technical awareness, offering advice, guidance and training tailored to the circumstances.
34.	Obtain quotes from 3 rd Party suppliers, while adhering to the Service's procurement policies and procedures, ensuring the standing orders contract is followed.
35.	The post holder may be required to undertake other duties as necessary to meet the needs of the Service.
36.	The post holder is expected to join the on call rota once considered competent to do so.

SUPERVISORY RESPONSIBILITY

Supervision of third party suppliers for the provision of ICT equipment, service management and consultancy, including the instructing, advising, and checking of completed work.

FINANCIAL RESPONSIBILITY

None.

CONTACTS OUTSIDE OWN SECTION

All internal departments and stations regarding ICT matters on a frequent basis.
Suppliers, and contractors frequently, as regards ICT matters.
Members of the general public on occasion.
Government Departments, other Emergency Services and Agencies.
Third party suppliers of ICT hardware, software and services.

WORKING CONDITIONS

Working indoors, and outdoors, may be required to work at different fire service locations in order to install and maintain equipment.
May be subject to dirt, dust, noise and confined spaces whilst installing or maintaining equipment.
May be required to move bulky and/or heavy objects.

LANGUAGE REQUIREMENTS

Level 2 (to be achieved within probation period) – Requires that you can; Understand the gist of conversations in work. Respond to simple job-related requests and requests for factual information. Ask simple questions and understand simple responses. Express opinions in a limited way as long as the topic is familiar. Understand instructions when simple language is used.

EMPLOYMENT CHECKS / SPECIFIC REQUIREMENTS

NPPV Level 3.

MANDATORY TRAINING

ITIL Foundation, Manual Handling, Fire Safety Awareness, In-house driving assessment.

PERSON SPECIFICATION
Assessment for recruitment requirements and competencies

POST TITLE	ICT Support Officer
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QUALIFICATIONS, KNOWLEDGE, EXPERIENCE	ESSENTIAL
	The qualities without which a post holder could not be appointed
	<ul style="list-style-type: none"> • Educated to HNC level or equivalent in a related subject. • Previous experience within an ICT environment. • Good working knowledge of current and older Microsoft server based systems, operating systems and applications.
	DESIRABLE
	Extra qualities which can be used to choose between candidates who meet all the essential criteria
	<ul style="list-style-type: none"> • None.

SKILLS	ESSENTIAL
	The qualities without which a post holder could not be appointed
	<ul style="list-style-type: none"> • Ability to work on own initiative and as part of a team. • Ability to work confidentially and with integrity. • Ability to drive and possess a full current driving licence. • Ability to meet deadlines and work under pressure. • Excellent communication skills. • Self-motivated individual.
	DESIRABLE
	Extra qualities which can be used to choose between candidates who meet all the essential criteria
	<ul style="list-style-type: none"> • Flexibility in hours of work. • Work with specialist tools and equipment. • Welsh speaking