

SOUTH WALES FIRE AND RESCUE SERVICE
JOB DESCRIPTION

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|--|---------------------------------------|
| Department | Information Communications Technology |
| Post | ICT Infrastructure Senior Engineer |
| Post No | 503044 |
| Grade | Grade 10 |
| Location | SWFRS, HQ |
| Responsible to | ICT Infrastructure Manager |
| Responsible for | |
| Responsibility for Physical Resources | ICT Equipment |

This job description refers to the main purpose and responsibilities of the post. It does not necessarily list in detail all of the tasks required to carry out these responsibilities. This job description will be reviewed as and when necessary to ensure that it meets the Service's business requirements.

MAIN PURPOSE OF THE POST

Provide day to day supervision and specialist support to ICT Engineers within the Infrastructure Team.

To ensure that support desk calls within the ICT Infrastructure Team are, allocated, escalated where needed and resolved.

DUTIES AND RESPONSIBILITIES

1. To implement South Wales Fire & Rescue Service's ICT Strategy.
2. Provide day-to-day supervision of the Infrastructure Team function to ensure Incident, Problem, Change and Release Management functions are effectively carried out to maintain and improve service quality.
3. To provide day-to-day supervision, ensuring availability and provision of the ICT Infrastructure Engineers and Apprentices to ensure service delivery.
4. To assist with the development (and appraisal) of ICT Staff within the Infrastructure Team to ensure the highest standards and quality of service are maintained at all times, maintain customer focus, are kept abreast of new technological developments and are equipped with the necessary skills and resources to meet changing and increasing demands.

5. Assist with the team's welfare including absence management, return to work interviews and assessments.
6. Responsible for day-to-day incident, problem management and best practise for the organisation in relation to external partners, suppliers and contractors.
7. To maintain physical and data security of the organisation's ICT equipment, services and systems. To monitor, prevent illegal access, and provide adequate security protection for business and personal information for GDPR and relevant legislation.
8. To maintain the integrity of South Wales Fire & Rescue Service's infrastructure.
9. ICT Incident Management: to ensure restoration of normal operations as quickly as possible with the least possible impact on either the business continuity or the user and as efficiently as possible with regard to resource and cost.
10. ICT Change Management: to implement standardised methods and procedures for efficient and prompt handling of all changes to the ICT environment, in order to minimise the impact of change related incidents upon service quality.
11. Provide effective handling of Problem management scenarios and provide appropriate escalation or mitigation and the management of client expectation.
12. Provide the continued transfer of relevant knowledge between teams and support desk to provide efficient and effective support processes in line with ITIL methodology.
13. Assist in the planning and implementation of processes, policies and procedures to enable system provisioning and maintenance that is consistent with industry best practices, regulatory requirements and the ICT Strategy.
14. To monitor and manage the allocation of ICT Support Desk calls, within the Infrastructure Team to ensure appropriate technical resources are applied to resolving incidents and problems ensuring a high quality customer focused service is provided.
15. To provide and ensure support, diagnosis and system support, maintenance, and repair for all aspects of ICT services (including but not limited to) the following:
 - Provide support and training for audio-visual multimedia equipment to ensure ongoing availability for Operational Training and Development
 - Hardware – desktop devices, portable devices, mobile devices, servers and storage devices, printers and scanners.
 - Microsoft Active Directory
 - Microsoft RDSH technology

- Remote Access Systems
 - Microsoft Network Services (DNS, DHCP etc.)
 - Microsoft Windows file and print servers
16. Assist with the creation and implementation of ICT Business Plans.
 17. Assist with the procurement of goods and services within Public Sector guidelines and Frameworks, including the raising of purchase orders for jobs as and when required.
 18. To represent the Infrastructure Team as a subject matter expert at meetings as required.
 19. Provide technical expertise regarding future system upgrades, development work on existing systems, and the purchase of new hardware and software.
 20. Provide project management support within the Infrastructure Team in order to meet relevant project delivery deadlines, whilst maintaining a focus on service delivery.
 21. Provide supervision of the day-to-day 1st and 2nd line support functions within the Infrastructure Team (as defined by the Systems Encyclopaedia) ensuring operational duties are performed and appropriate technical resources are applied to resolving incidents, problems and changes to the technical environment.
 22. Provide 2nd and 3rd line ICT support (as defined by the Systems Encyclopaedia), ensuring service performance is within established parameters. Overseeing and monitoring handover to 3rd line support elevations.
 23. To ensure the maintenance of (but not limited to) the systems and services outlined in the ICT Systems Encyclopaedia (SE) within the Infrastructure Team.
 24. To ensure maintenance and accuracy of the ICT hardware and software asset inventory.
 25. Responsibility for undertaking auditing of users, groups, assets, systems and networks
 26. To oversee work, liaise with external contractors and ensure the work is carried out to the correct specifications.
 27. To maintain the South Wales Fire and Rescue Service Information and Communications Technology systems in line with Organisational and ICT processes and procedures.
 28. To ensure the correct disposal of redundant equipment within the Waste Electrical and electronic Directive and Hazardous Waste Regulations.
 29. Ensure the adherence to and promotion of practices and activities associated with all Service policy and procedures including Health and Safety, Diversity and Equal Opportunities.

30. Assist with the response to Freedom of Information Requests (FOI) following legislative requirements; ensuring personal data is handled accordingly.
31. To provide Support and Guidance on all ICT related problems and to requests for advice relating to the usage and implementation of available / proposed systems.
32. To provide training both ad-hoc and programmed for ICT equipment, systems and services.

STANDARD SERVICE REQUIREMENTS

- To attend in-house and external training courses as required.
- Any other duties commensurate with the grade and post.
- To co-operate fully with any scheme or pilot scheme that shall be introduced within the department or across the Service.
- To implement the principles of the Service's Equal Opportunities and Diversity Policies and Welsh Language Schemes whilst carrying out the above duties.
- To adhere to Health & Safety Legislation/Relevant Service Policies and Procedures and to take reasonable care for the health and safety of yourself and other persons who may be adversely affected by your acts/omissions.

ORGANISATIONAL VALUES

In performing the above role, all employees of the Service are required to observe and promote the Service's Core Values to be, at all times:

- Professional
- Caring
- Respectful
- Dedicated
- Trustworthy
- Dynamic
- Disciplined
- Resilient



SOUTH WALES FIRE AND RESCUE SERVICE
PERSON SPECIFICATION

| | |
|-------------------|--|
| DEPARTMENT | Information Communication Technology (ICT) |
| POST TITLE | ICT Infrastructure Senior Engineer |
| POST NO | NEW |
| GRADE | Grade 10 |
| LOCATION | SWFRS, HQ |

Within the Additional Information Section on the Application Form, it is important that you **address each of the Criteria highlighted and marked with an Asterisk*** on the Person Specification below. Within the Application Form we will also need to be able to identify that you have any Essential Qualifications recorded on the Person Specification.

| Factor | Evidence | Essential/ Desirable | How Identified |
|----------------------------------|---|---------------------------------|------------------------------------|
| Qualifications | Minimum HNC/HND or equivalent in ICT or relevant experience in a service/support environment.* | Essential* | Application*/ Interview |
| Knowledge/ Experience | Proven experience in supporting Windows 2012R2 Server and Windows 10* | Essential* | Application*/ Interview |
| | Working knowledge of current Microsoft Technologies* | Essential* | Application*/ Interview |
| | Experience of incident management with an understanding of the escalation process to provide complete problem management (ITIL) | Essential | Application/ Interview |
| | Experience of Virtual Desktop /Thin Client environment | Desirable | Application/ Interview |
| | Experience of supervising a group of staff | Desirable | Application/ Interview |
| | The ability to communicate through the medium of Welsh | Desirable | Application |

| Factor | Evidence | Essential/ Desirable | How Identified |
|-----------------------|--|-------------------------|------------------------------------|
| Personal Style | Ability to embrace and value diversity and demonstrates a fair and ethical approach in all situations | Essential | Application/ Interview |
| | A committed team player with the ability to communicate and work effectively within a team environment* | Essential* | Application*/ Interview |
| | Ability to work in full compliance with organisational policy and legislative guidance, respecting sensitive information presented. | Essential | Application/ Interview |
| | Proactive in supporting change, and the ability to adjust approach to meet changing requirements. | Essential | Interview |
| | Ability to maintain a confident and resilient attitude in highly challenging situations | Essential | Interview |
| Intrapersonal | Ability to communicate technical issues effectively both orally and in writing to a wide range of audiences. | Essential* | Application*/ Interview |
| | Commitment to and ability to develop self, individuals, teams and others, to improve organisational effectiveness. | Essential | Application/ Interview |
| Task | Ability to understand and apply relevant information to make appropriate decisions which reflect key priorities and requirements. | Essential* | Application*/ Interview |
| | Ability to create, prioritise and implement effective plans to deliver a range of organisational objectives. | Essential | Application |

The successful candidate will also be subject to satisfactory clearance checks.

