

SOUTH WALES FIRE AND RESCUE SERVICE
JOB DESCRIPTION

Department	Information Communications Technology
Post	ICT Engineer (Service Desk)
Post No	503264-xx
Grade	Grade 9
Location	SWFRS, HQ
Responsible to	ICT Service Manager
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

To provide incident resolution, service, support and advice in all areas of Information Communication Technology; including user access, hardware, software and critical ICT systems of South Wales Fire & Rescue Service.
--

DUTIES AND RESPONSIBILITIES

1. To implement South Wales Fire & Rescue Service's ICT Strategy.
2. To maintain physical and data security of the organisation's ICT equipment, services and systems. To prevent illegal access and provide security protection for business and personal information for GDPR and relevant legislation.
3. To maintain the integrity of South Wales Fire & Rescue Service's infrastructure.
4. ICT Incident Management: to undertake 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.
5. ICT Change Management: to undertake standardised methods and procedures for efficient and prompt handling of all changes to the ICT environment.
6. Undertake effective handling of Problem management scenarios and appropriate escalation, mitigation and the management of client expectation.

Date: Aug 2024

Author: Darren Smith, ICT Service Manager

7. Undertake transfer of relevant knowledge between teams and support desk to provide efficient and effective support processes in line with ITIL methodology.
8. To provide 1st and 2nd line technical support, diagnostics, system support, advice, maintenance, and repair for all aspects of ICT (including but not limited to);
 - Desktop devices, portable devices, mobile devices, printers
 - Microsoft Windows, Microsoft 365, Microsoft Teams Microsoft Active Directory
 - Microsoft Windows file and print servers: User account security and administration (permissions and passwords)
 - Remote Access support
 - Audio-visual multimedia support
9. To provide network and server administration to ensure levels of access are available as required
10. Update details of faults, request and incidents using the ICT Service Desk Ticketing system.
11. To update and maintain accuracy of the ICT hardware and software asset inventory using the ICT Service Desk Ticketing system
12. Provide liaison between Fire & Rescue Service staff and external contractors to ensure the work is carried out to the correct specifications.
13. To maintain the South Wales Fire and Rescue Service Information and Communications Technology systems in line with organisational and ICT processes and procedures.
14. To ensure the correct disposal of redundant equipment within the Waste Electrical and Electronic Directive and Hazardous Waste Regulations.
15. To provide training both ad-hoc and programmed for ICT equipment, systems and services as required.

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.

Date: Aug 2024

Author: Darren Smith, ICT Service Manager

- 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

