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

Gwasanaeth Tân ac Achub
Fire and Rescue Service

JOB DESCRIPTION

POST TITLE	Technical Engineer	**POST REF**	A117
DEPARTMENT	ICT Department	**DATE**	16/11/18
REPORTS TO	Technical Manager	**SALARY GRADE**	NWFRS 6
LOCATION	ICT, Conwy	**HOURS PER WEEK**	37

OVERALL JOB PURPOSE

To assist the ICT Technical Manager in the performance of his/her duties and responsibilities on all aspects of networks, fixed and mobile communications and its associated subjects by providing technical knowledge and support.

To provide an initial escalation point to the organisation for networks, fixed and mobile communications. To provide documentation, guidance and support to colleagues in the ICT department and the in the user community.

To work in a demanding environment where both precision and accountability are critical.

To assist the Development Team with, and work towards NCSC guidance on system best-practices and implementing a high level of technical security across all Service technologies.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1.	Ensure the smooth day-to-day running of the network and telecom systems. Monitor network performance, trends and events. Advise and recommend activities to the ICT Technical Manager on all technical matters concerning the network and communication systems.
2.	Assist with installations, rectification of faults, repairs and redesigns of the network and telecom infrastructure. Undertake planned maintenance, modification, backup and patching of all network and telecom devices. Assist the development team with similar system related tasks.
3.	Assist with the research and development of ICT network and telecom technologies and assess their impact and suitability for the Service environment.
4.	Provide support to the other ICT teams for network and communication issues. Liaise with service & equipment providers and public authorities. Represent the technical team at meetings.
5.	Assist with the production of contract specifications and project scopes. Review and modify tariffs and price plans to ensure best value for money.
6.	Produce statistics and reports; respond to Freedom of Information requests.

PRINCIPAL DUTIES AND RESPONSIBILITIES	
7.	Cascade knowledge by the production of documentation, verbal guidance and training to colleagues in the ICT department and in the user community.
8.	Maintain adequate stocks levels. Update and assist with auditing the asset database.
9.	Participation in a rota to provide support for critical incidents during unsociable hours and weekends.
10.	Assist the development team with projects and tasks when necessary to meet targets, deadlines and provide resilience.
11.	Undertake additional or other duties as necessary to meet the needs of the Service.

SUPERVISORY RESPONSIBILITY
Supervision of suppliers, contractors and consultants involved in the provision of goods or services.

FINANCIAL RESPONSIBILITY
None.

CONTACTS OUTSIDE OWN SECTION
All NWFRS staff. Counterparts in other emergency services and local authorities, suppliers, consultants and contractors. On occasions too, members of the public.

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 Security 3 clearance.

MANDATORY TRAINING
Cisco Certified Network Associate. ITIL Service Management.

OTHER
Working mainly indoors. May be required to visit other sites including those undergoing renovations work. Will be required to work in high security locations.

PERSON SPECIFICATION
Assessment for recruitment requirements and competencies

POST TITLE	Technical Engineer

QUALIFICATIONS, KNOWLEDGE, EXPERIENCE	**ESSENTIAL** The qualities without which a post holder could not be appointed
	• Recognised network qualification such as the CCNA or equivalent standard, or having completed it within the probationary period.
	DESIRABLE Extra qualities which can be used to choose between candidates who meet all the essential criteria
	• Knowledge of ITIL methodology. • An understanding of Microsoft Server operating systems and Active Directory.

SKILLS	**ESSENTIAL** The qualities without which a post holder could not be appointed
	• Ability to work independently on their own initiative. • Ability to work with confidentiality and integrity. • Ability to communicate effectively and train or educate others. • Self-motivated individual. • Ability to meet deadlines and work under pressure. • Attention to detail. • Methodical problem solving skills. • Ability to drive and possess a full current driving licence.
	DESIRABLE Extra qualities which can be used to choose between candidates who meet all the essential criteria
	• Flexibility in hours of work. • Welsh speaking.