TITLE OF POST:	**ICT INFRASTRUCTURE & COMMUNICATIONS ENGINEER**
GRADE:	**SO2 (plus out of hours support reimbursement)**
RESPONSIBLE TO:	**INFRASTRUCTURE & OPERATIONS OFFICER**

MAIN PURPOSE OF JOB:

Under the guidance of the Infrastructure & Operations Officer you are to assist in the provision of a comprehensive occupational health service whilst ensuring the effective use of resources. To provide a professional service to employees and department managers in the delivery of exceptional services to our community and key stakeholders.

1   PROFESSIONAL DUTIES

1.1   To promote the Service Vision, 'Creating the Safest Community'.

1.2   To work effectively and efficiently to provide a professional service in the delivery of the department's aims and objectives.

1.3   To ensure that all policies and procedures within the function are adhered to in accordance with regulations, lean thinking and value for money.

1.4   To maintain appropriate and robust information systems within the department.

1.5   To proactively maintain positive and effective liaison links with organisations and partners as appropriate.

1.6   To prepare the production of a variety of quality information for inclusion in management and departmental reports.

1.7   To ensure complete compliance with current Data Protection Legislation.

1.8   To ensure professional and technical knowledge is up to date and provided as exceptional service to the organisation.

1.9   To proactively identify and recommend areas of potential improvement with professional and/or technical services.

1.10   To professionally represent the function at internal and external meetings and events.

1.11   To be responsible for internal processes and services of professional and/or technical services. This could also require line management responsibilities.

1.12   To support colleagues with complex and escalated work as required.

1.13   To attend internal and external training courses as necessary.

1.14   To undertake any other duties as appropriate to the role.

2   ROLE SPECIFIC DUTIES

2.1   To work effectively and efficiently to provide a professional service in the delivery of the ICT department's aims and objectives.

2.2   Work as part of a small, friendly and supportive team where peer support and continuous sharing of knowledge/ideas is key to the success of the function.

2.3   Liaise with contractors and third party suppliers for the maintenance of systems both covered by managed contracts and those on an ad-hoc basis. To meet technical representatives from outside bodies to evaluate products and their suitability for use by the Service.

2.4   Support the management of an effective ICT Service desk, delivering second and third line technical support service to ICT helpdesk personnel to assist in resolving problems. Logging ICT activity onto the service desk.

2.5   To configure, backup and troubleshoot all TWFRS infrastructure where applicable. Ensuring maximum availability and reliability through regular maintenance and monitoring.

2.6   To provide efficient and effective infrastructure support, configuration and troubleshooting.

2.7   To administer the infrastructure, ensuring its availability and security.

2.8   Manage and maintain the ICT Asset Management information system to track TWFRS ICT equipment and software. Updating the database to ensure compliance with TWFRS security policies, including relevant legislation.

2.9   To manage the support and maintenance of TWFRS ICT assets and to ensure TWFRS obtains best value from those assets.

2.10   To be responsible for maintaining and updating proactive maintenance programmes for ICT equipment (including radio and telecommunications), identifying trends and establishing quality control practices in respect of these.

2.11   Prepare, implement and monitor contractual arrangements for mobilising and communications equipment.

2.12   Ensure the effective management of issues relating to ICT equipment belonging to TWFRS.

2.13   To be responsible for the procurement of all statutory licenses to operate equipment and ensure they are maintained and meet all relevant obligations and regulatory requirements.

2.14   To Organise or conduct where possible, second line repairs and maintenance for all systems including station end equipment, radios, CCTV and audio visual equipment.

2.15   To test and evaluate software and hardware to ensure reliability. To maintain systems by developing existing processes to improve infrastructure or communications functionality.

2.16   To be responsible for the ongoing review and development of technical procedures and documentation in relation to effective use of ICT Systems and equipment.

2.17   To undertake installation, repair and maintenance as well as ensuring the security of servers and storage infrastructures.

2.18   To oversee the completion of complex technical tasks by Helpdesk personnel, providing guidance, training and documented procedures to ensure their successful completion.

2.19   Investigate and creatively resolve complex issues and ensure ICT infrastructure services are delivered in line with current service policies and procedures.

2.20   To maintain, enhance and develop current digital 'fireground' radio systems and infrastructure, including specialist aerial systems on hosting sites and locations.

2.21   Adopt appropriate manual handling techniques to manipulate and manually lift very heavy server/ computer equipment. Daily work within network and server rooms will inherently involve crouching, leaning and stretching whilst installing, maintaining and fixing equipment and cabling.

2.22   You will need to be flexible and adaptable, willing to be part of an out of hours ICT cover rota.

3   HEALTH AND SAFETY (GENERAL POLICY)

3.1   By reference to current health and safety legislation and the Service's Health and Safety Policy to ensure that all employees:-

3.2   Consider the safety of other persons who may be affected by their acts or omissions and to cooperate with their employer to perform and comply with any duties or requirements imposed upon them.

3.3   Work with machinery, equipment and substances in accordance with information and training provided.

3.4   Refrain from intentionally misusing or recklessly interfering with anything that has been provided for the purpose of health, safety and welfare.

3.5   Report any hazardous defects in plant and equipment, or shortcomings in the existing safety arrangements, to a responsible person without delay.

4   EQUALITY AND DIVERSITY (GENERAL POLICY)

4.1   To ensure an understanding and commitment to equality and diversity in accordance with service policies and procedures and demonstrate positive promotion of equality and diversity principles through working to the Service's core values.

4.2   To champion the principles of equality and diversity and provide appropriate advice, guidance and support.

4.3   To challenge inappropriate behaviour and non-compliance with equality and diversity policies, procedures and principles.

5   SAFEGUARDING

5.1   To promote the application of the Authority's Safeguarding Policies.

6   ENVIRONMENT STRATEGY

6.1   To demonstrate an understanding and commitment to the Service's Environment Strategy, in relation to the environment and carbon reduction policies.