TYNE AND WEAR FIRE AND RESCUE SERVICE

PERSON SPECIFICATION

ICT INFRASTRUCTURE AND COMMS ENGINEER

CATERGORY	CRITERIA	MEASURE
EDUCATION/ QUALITFICATIONS	Educated to degree level in a computer related subject or equivalent experience in an equivalent role.	AF/C
WORK EXPERIENCE	Work experience involving: • Administration, configuration and troubleshooting of Microsoft server systems/applications • Network and communications protocols including SDWAN, VPN OSPF and BGP • To be able to install, troubleshoot and repair structured twisted pair cabling. • Understanding of Emergency Service Network protocols • Understanding of Emergency Services Radio platforms • Office 365 • Active Directory / Group Policy / DNS / Exchange / Windows Desktop / SharePoint / Cluster Services/ Backup and DR solutions / server virtualisation	AF/AC/I
SKILLS/ KNOWLEDGE/ APTITUDE	The ability to: • Demonstrate excellent communication skills with the ability to convey complex ICT issues to all levels of staff. • Demonstrate excellent troubleshooting skills when managing complex desktop, network and communications deployments • Manage day to day activities ensuring deadlines and work objectives are met. • Develop comprehensive and well-structured reports and documentation in line with Service procedures. • Manage projects effectively. • Demonstrate research skills. • Work effectively alone or as part of a team. Knowledge of diversity and equality issues. An awareness of health and safety issues.	AF/AC/I AF/AC/I AF/I AF/AC/I AF/AC/I AF/AC/I AF/I AF/I AF/I
OTHER	Must be able to work to a flexible working scheme, which may include some weekends/evenings. Able to meet the physical requirements of the role. Working in comms rooms, tight spaces and varying temperature environments. Must adhere to strict health and safety requirements when perfuming duties that require risk assessments and Personal Protection Equipment. Able to meet the transport requirements of the role and travel/transport ICT equipment between TWFRS locations. **NB: This post will be subject to an enhanced DBS check prior to appointment**	AF/I AF/I AF/C AF/C

MEASURE CODE

AF - Application form
AC - Assessment centre
I - Interview
C - Certificates