ICT Infrastructure and Comms Engineer

£37,280 to £39,152 (SO2) per annum + benefits (pay award pending)

Please note: The Service is currently undertaking a job evaluation review across all corporate roles and as a result, the grade and salary associated with this post may be subject to change following completion of the process.

About the role

We are seeking to fill an upcoming vacancy for the role of ICT Infrastructure and Comms Engineer.

This is a varied and interesting role, supporting the ICT team with the transformational change projects and the design, development and support of solutions that improve service delivery and internal business processes.

Reporting directly to the Infrastructure and Operations Officer you will be responsible for supporting and maintaining the Service infrastructure and communications systems, working closely with colleagues across the Service to understand requirements and deliver reliable, secure and user-focused solutions.

The successful candidate will be able to demonstrate a firm commitment to inclusivity, fairness, dignity and the highest standards of ethical behaviours and champion these in their day to day work in compliance with our ethical code of conduct.

We welcome applications from all sections of society with the necessary skills, qualifications and experience and encourage applications from underrepresented groups in our workforce or society.

As the ICT Infrastructure and Comms Engineer you will:

- Demonstrate excellent communication skills with the ability to convey complex ICT and Communications issues to all levels of staff.
- Demonstrate excellent troubleshooting skills when managing complex desktop, network and communications deployments focused on emergency services radios, structured cabling installation and faults. Understand of network protocols such as SDWAN OSPF and BGP.
- 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.

We are seeking a candidate who has demonstrable experience of:

- Showing excellent troubleshooting and problem-solving skills, with the ability to diagnose issues and identify appropriate solutions.
- Developing and supporting software applications, including writing, testing and maintaining code.
- Working with databases and data structures to store, retrieve and manipulate information securely and efficiently.
- Collaborating with technical and non-technical stakeholders to understand requirements and explain technical concepts clearly.
- Managing their own workload effectively and working both independently and as part of a team.

About our ICT team

The ICT Department covers the support and implementation of all aspects of Information, Communications and Technology for the entire organisation, across all sites and staff.

With the ever increasing reliance upon technology to make our working lives easier, our team provides critical support to almost every aspect of operational delivery.

We are keenly focused on ensuring that all technology driven services support our colleagues in the most efficient and reliable way possible.

As a key enabler, we are also continuously looking for opportunities where our expertise in ICT can be used in new and innovative ways to help the service achieve its objectives. We would always welcome any suggestions or thoughts for where ICT and technology could step in to help provide solutions to challenges and problems anywhere in the organisation.

The Selection Process

This is a multi-stage assessment process; successful candidates will be progressed to subsequent stages, all candidates will be notified of their outcomes following participation in a given assessment stage.

Set out below are the key dates relating to this selection process:

Stage	Timeline*
Advert closes	11th September 2026 at 12 noon
Notification of shortlist	16th September 2026
Technical interview with a panel.	23rd September 2026

Please note the dates and stages detailed may be subject to change

Interested in applying?

Further details can be found in the accompanying job description and person specification. You are required to submit a supporting statement of no more than 1000 words which should demonstrate how you meet the criteria stated on the person specification and job description.

Further information about our Service can be found by visiting www.twfire.gov.uk and our various social media channels.

For further information about the role, please contact Infrastructure and Operations Officer, Jethro Sabin via Jethro.sabin@twfire.gov.uk

Reasonable Adjustments

We are a Disability Confident Leader. If you require any reasonable adjustments to the recruitment process, please email: recruitment@twfire.gov.uk

Safer Recruitment

We are committed to safeguarding and promoting the welfare of Adults, Children and Young People. Our recruitment and selection procedures reflect this, and all staff are expected to share this commitment. All posts will be subject to a satisfactory DBS check, medical and references.

Pre-employment checks

The successful applicant will be subject to our pre-employment screening process which includes an Enhanced DBS check relevant to the role, completion of an occupational health medical and a substance abuse test. We will also conduct right to work and reference checks.

Please submit your application form by no later than 12 noon on 11th September 2026.