TITLE OF POST: **ICT INFRASTRUCTURE AND COMMS ENGINEER**

GRADE: **SO2**

RESPONSIBLE TO: **ICT INFRASTRUCTURE AND OPERATIONS OFFICER**

ROLE PURPOSE:

To deploy and maintain ICT infrastructure, networking and communications systems and platforms to enable Tyne and Wear Fire and Rescue Service to deliver effective, efficient and secure services.

The postholder will primarily work to resolve issues related to Microsoft desktop and office 365 environments. The post holder will be expected to work across the entire Tyne and Wear Fire and Rescue estate to provision, troubleshoot and decommission systems such as networking equipment, mobilisation equipment and radio platforms used in control rooms and fire appliances.

The role contributes to ICT digital transformation projects and the ongoing improvement of internally developed systems.

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1 SPECIALIST DUTIES AND RESPONSIBILITIES

1.1 To represent and participate in the working groups on behalf of ICT where technical input is required.

1.2 Troubleshoot and decommission systems such as networking equipment, mobilisation equipment and radio platforms used in control rooms and fire appliances.

1.3 To provide technical advice, support and guidance to end users and to work as a member of the ICT department.

1.4 Independently analyse, solve, and correct issues in real time, providing problem resolution end-to-end.

1.5 To support various Microsoft products such as:

- Office 365
- Windows Desktop
- SharePoint
- Windows Server AD/DNS/DHCP

1.6 To support with networking equipment and protocols such as:

- Cisco and Fortinet Switches, Fortinet firewalls, Ruckus Wireless Access Points
- Provision, Troubleshoot, repair and decommission structured cabling; CAT 5,6 AND Optical Fibre technologies

1.7 To work with the Emergency Servies Mobilisation network in conjunction with internal stakeholders and external steak holders such as Motorola systems.

1.8 To deploy and troubleshoot Emergency Services Radio platforms

1.9 Refine and automate regular processes, track issues, and document changes. Also document the design, configuration and project activities, aiming for no single point of failure

1.10 Contribute to ICT digital transformation initiatives by developing new systems and improving existing solutions that support operational, corporate and community-facing services.

1.11 Work collaboratively within the ICT team and with internal stakeholders to understand requirements, translate business needs into technical solutions and deliver outcomes in a fast-paced and evolving environment.

1.12 Keep up to date with emerging development technologies, tools and practices relevant to modern web application development within the public sector.

2 DUTIES AND RESPONSIBILITIES/LEADERSHIP DUTIES AND RESPONSIBILITIES

2.1 To promote the Service Vision, ‘Creating the Safest Community’.

2.2 To undertake responsibility for the effective and proactive delivery of tasks to assist line management to deliver the department’s aims and objectives.

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

2.4 To undertake the responsibility of appropriate and robust information and other systems within the department are maintained.

2.5 To establish, develop and maintain positive and effective liaison links with organisations and partners as appropriate.

2.6 To be responsible for the preparation and production of a variety of quality information for inclusion in management and departmental reports.

2.7 To ensure complete compliance with current Data Protection Legislation.

2.8 To ensure technical knowledge is maintained and developed within your team to provide advice and guidance to colleagues, strategic partners and other stakeholders.

2.9 To identify and recommend areas of potential improvement within your team.

2.10 To attend internal and external training courses as necessary.

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

3 STANDARD DUTIES AND RESPONSIBILITIES

3.1 To comply with and champion equality, diversity and inclusion as part of a positive contribution to improving our workplace culture and promoting our values in compliance with all policies, procedures and the law and provide challenge were these are not being demonstrated or achieved.

3.2 To comply with all health and safety laws, regulations and policies, taking reasonable care for your own health and safety and that of others

3.3 Champion the principles of equality, diversity and inclusion and challenge or escalate any inappropriate behaviour or non-compliance

3.4 Oversee and demonstrate a commitment to and promotion of the application of the Services Safeguarding duties and responsibilities

3.5 Undertake any other duties appropriate to the post as may be directed by the Chief Fire Officer from time to time.