



Job Description

Senior ICT Technician

Department:	Service Support
Grade:	PO1
Location:	Fire Service Headquarters
Responsible to:	Infrastructure Manger
Supervisory responsibility for ICT	

Main purpose of the role

To install, support, develop and maintain the core HWFRS business critical systems, including but not limited to Fire Control, Office 365, Active Directory, backups, file system, SharePoint Online, and network access and security.

Key Duties and Responsibilities

To develop, maintain and manage back-office systems including the file system, Office 365, Azure / Entra Admin Centres SharePoint Online, SQL services, financial systems, HR systems and Unified Communication Platforms, Active Directory Services.
To maintain and develop the Fire Control system, liaising closely with third party support and providing assistance as required. This includes the design and deployment of critical updates, system monitoring and availability of business continuity services.
To install, develop and support system and network security technologies including implementing encryption technologies, anti-virus, email filtering, internet content filtering, firewalls and access control, Conditional Access technologies. Ensuring the security, integrity and availability of the HWFRS corporate LAN/WAN/SDWAN network.
To develop and maintain the existing HWFRS network architecture in line with new and current network infrastructure technologies. This will require you to work with enterprise VPN solutions, MPLS and leased lines, SDWAN Wireless LANs, 3/4/5G/GPRS and GPS/AVLS.
To make proactive and reactive decisions ensuring that critical HWFRS systems continue to run at optimal levels with minimum disruption and cost to the business whilst meeting organisational SLAs.
Develop and support system & network security technologies including implementing encryption technologies, anti-virus, email filtering, internet content filtering, firewalls and access control technologies. Ensuring the security, integrity and availability of the HWFRS corporate LAN/WAN network.
To take an active role in technical projects, introducing new technologies into the organisation to improve business critical systems.

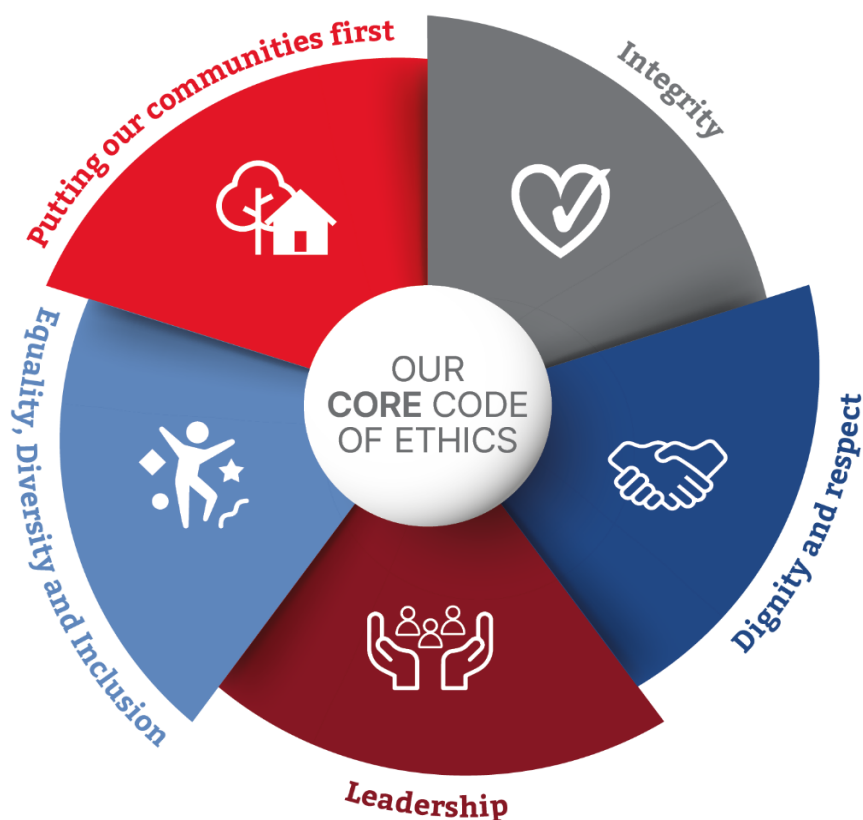
To ensure that data backup processes are developed and implemented using technologies including remote backup agents, tape libraries, and disk to disk solutions ensuring the availability and effectiveness of business continuity.
To provide guidance and technical consultation on organisational and inter-organisational projects.
To liaise with and supervise third party suppliers and consultants, ensuring that work carried out meets service requirements, and corporate procedures including Health & Safety requirements are correctly adhered to.
Working with and developing current technologies attached to Active Directory, including Domains and Trusts, Sites and Services and Group Policies.
To document and maintain procedures to ensure that network and system changes are made in a controlled manner following departmental implementation guidelines. These will include technical procedures, change management, user guides, training information and system documentation.
Represent professionally and promote the reputation of Hereford & Worcester Fire & Rescue Service and the Service Support Directorate (as a 'One Directorate' lead) at meetings and groups both internally and externally, including the development of appropriate and constructive partnerships with relevant organisations that enhance the service delivery to the public of Hereford & Worcester Fire and Rescue Service.
Ensure integrity, fairness and consideration of the needs of others is incorporated into the daily duties and relationships with colleagues and the conduct and service delivery of allocated portfolio.
To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.
Special Conditions: Regular travel throughout Herefordshire & Worcestershire.
Security Level: Applicants for this role will be required to be vetted to NPPV Level 3

Person Specification

Requirements	Essential or Desirable	Identified by
Qualifications and Training		
Degree in Computer Science, Information Systems Technology, Management of Information Systems, or significant proven experience within an enterprise business environment providing server/infrastructure support.	Essential	Application
3-5 years' experience in the ICT industry. Working knowledge of cloud services and SaaS operating models would be highly desirable.	Essential	Application
Industry qualifications, such as Microsoft, Cisco, Fortinet and ITIL, to demonstrable knowledge would be highly desirable.	Essential	Application
Demonstrate a commitment to continuous professional development.	Essential	Application
Have a current driving licence and be a car driver.	Essential	Application
Experience		
Experience in supporting a comprehensive range of ICT services.	Essential	Application / Interview
Significant working knowledge of Microsoft architectures, ideally at Enterprise level.	Essential	Application / Interview
Substantial working knowledge of Microsoft Active Directory.	Essential	Application / Interview
Significant experience working with enterprise networks, TCP/IP, DNS, DHCP, VLANs, VoIP, VPNs and enterprise firewall security.	Essential	Application / Interview
Significant working knowledge of Microsoft Active Directory. Experience of Microsoft Cloud services, such as Office 365 and Azure / Entra would be a distinct advantage.	Essential	Application / Interview

Significant working knowledge of Microsoft Exchange. Experience of Microsoft Entra/Azure Admin centres would be desirable.	Essential	Application / Interview
Considerable working knowledge of Cisco networking device configuration and security including switches and routers in a mixed network environment.	Essential	Application / Interview
Considerable working knowledge of server virtualization Platforms, VMware and Microsoft Hyper-V.	Essential	Application / Interview
Considerable experience in managing enterprise security applications including Windows Defender /Server and Desktop.	Essential	Application / Interview
Considerable experience in maintaining and managing server and enterprise system backups Disk / Tape / 365.	Essential	Application / Interview
An understanding of good practices relating to IT in an enterprise business environment.	Essential	Application / Interview
Practical knowledge and experience/understanding of server hardware technologies and computer architecture.	Essential	Application / Interview
Experience of working in partnership with others, internal and external to the organisation, to deliver an effective ICT function.	Essential	Application / Interview
Skills and Abilities		
Strong organisational skills with the ability to prioritise workloads, meet deadlines and work under pressure.	Essential	Application / Interview
The ability to play a major role in ICT technical projects.	Essential	Application / Interview
The ability to identify technical problems and offer elegant and logical solutions.	Essential	Application / Interview
High level of confidence and an ability to challenge, influence and debate as is befitting of a senior role; while forming strong relationships with colleagues from other	Essential	Application / Interview

disciplines.		
Understanding of the issues relating to effective service delivery at a time of budgetary constraints.	Essential	Application / Interview
A high level of Customer Focus /User engagement, service delivery and effective communication skills.	Essential	Application / Interview
Excellent effective interpersonal skills including the ability to be persuasive, yet sensitive and tactful and to resolve conflict wisely and authoritatively.	Essential	Application / Interview
A high level of communication and influencing skills including the ability to inspire, enthuse and to keep people focused in spite of setback/difficulty.	Essential	Application / Interview
Demonstrable ability to operate calmly and professionally under pressure.	Essential	Application / Interview



Putting our communities first

We put the interest of the public, the community and service users first.

Integrity

We act with integrity including being open, honest and consistent in everything we do.

Dignity and respect

We make decisions objectively based on evidence, without discrimination or bias.

Leadership

As positive role models, we are accountable for everything we do and challenge all behaviour that falls short of the highest standards.

Equality, Diversity and Inclusion

We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations and celebrate difference.