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Job and Person Profile

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| **Job title** | Fire ICT Systems Engineer |
| **Job Reference** | 720 |
| **Grade and Salary** | 5 – £27,041 pro rata for part time  This role includes performance related pay progression |
| **Directorate** | Fire and Public Safety |
| **Service area** | Suffolk Fire and Rescue Service |
| **Team** | ICT |
| **Location** | Ipswich East Fire Station |
| **Hours per week** | 37 |
| **Status** | **Permanent** |
| This role offers the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)* * *Job sharing* * *Working compressed hours (eg a nine-day fortnight)* * *Term time working (including partial term-time working)* * *Use of flexitime / time off in lieu* * *Working from home (including hybrid home & office working)* * *Working from different Council buildings* * *Working adjusted core hours (eg starting later and finishing later or other patterns)*   All flexible working preferences will be considered alongside the individual demands and nature of the role. |

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| **Main purpose of the job** |

This role forms an integral part of the Fire ICT Team which provides efficient and effective IT and communications systems for Suffolk Fire and Rescue Service (SFRS), working across partner agencies including Suffolk County Council’s IT team and Cambridgeshire Fire and Rescue Service.

This will involve supporting the delivery of services to clients, responding to and resolving incidents involving information systems and related equipment used in the workplace and at emergency incidents, and providing assistance to users to enable them to make effective use of systems and equipment. The post will also involve first line management of contracts to ensure that operational requirements and value for money are being delivered.

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| **About the team** |

The Fire ICT Team focuses on the blue light element of Fire and Rescue Service systems, including systems which alert fire personnel to incidents, provide information to the incident ground using mobile data terminals on fire engines, allow communications through mobile phones, Airwave radios and WiFi and systems to capture information which can be used by other teams to monitor performance. The majority of desktop administration and provision including some corporate services such as e-mail are delivered by colleagues in Suffolk County Council’s ICT team.

The team is based at Ipswich East Fire Station but is responsible for equipment at all thirty-five fire stations across Suffolk and in Combined Control in Huntingdon.

Suffolk Fire ICT works closely with Cambridgeshire Fire and Rescue’s IT Team to ensure that interfaces and data from the Combined Control Room is robust and available. The team have developed mobile, desktop and web-based applications, APIs and dynamic public facing website content. Fire ICT also administer the service’s SharePoint system, and integrate this with other systems to provide workflow processes.

The team is small but multi-disciplinary in nature and other colleagues will also be involved in similar and inter-dependant work activities. You may be required to assist colleagues in other areas of work as the whole team’s workload requires.

The team also works closely with the Performance and Improvement Team who provide data and performance analysis and respond to varied audit requirements. There is a degree of overlap of skills between the teams which is mutually beneficial and will be developed further in future.

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| **What you will be expected to deliver in the role** |

* You will identify and resolve technical issues relating to customers’ use of IT and Communications systems, software and hardware using a wide range of IT and communications tools to ensure performance requirements can be met.
* You will oversee and assist in the implementation and delivery of solutions, including liaising with contractors and other specialist engineers.
* You will conduct analysis/research/investigation into specific issues in order to establish appropriate solutions to meet customer requirements.
* You will provide customer liaison and feedback at an appropriate level to reflect the customer’s understanding and knowledge.
* You will produce documented plans/guidance or training notes that provide a solution to customer requirements.
* You will constantly seek to identify opportunities to improve service delivery through driving change to systems, processes and procedures.
* You will ensure that all appropriate documentation and/or internal processes are adhered to.
* You will maintain, issue and replace equipment including firefighter alerters, pagers and mobile telephones, liaising with customers and suppliers to resolve problems and overseeing billing arrangements,
* You will undertake monitoring of network and system performance and act on issues arising,
* You will undertake proactive and planned preventative maintenance, including carrying out audits at fire stations and other locations where Fire equipment is installed.
* You will procure equipment and manage contracts on behalf of the ICT Manager, using Oracle to manage financial transactions,
* You will take on individual responsibility for specific areas of work, for example working on fire station refurbishment projects or vehicle-mounted equipment replacement.
* You will ensure that provision of customer requirements are delivered within agreed service thresholds/tolerances.
* You will provide guidance and assistance to colleagues and ensure that procedures are completed correctly,
* You will conduct induction or other training to support other colleagues.
* You will represent the Fire ICT Team at meetings or other events.
* You will work collaboratively as one team, building relationships with colleagues, partners and a network of contacts to deliver the best outcomes, focussing on customer satisfaction.
* Flexibility is key to this role as the Team provides an out of hours response to a small number of systems that are critical to emergency response.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. A level or equivalent qualification such as NVQ 3 in a relevant subject, or demonstrable equivalent experience.
2. ITIL (IT Infrastructure Library) Foundation level or higher.

**Values and personal qualities**

1. Demonstrates personal values and behaviours aligned to our corporate [WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/) values.
2. Passionate about making a positive difference for Suffolk.
3. Ability to exemplify positive customer service behaviours and promote a culture focussed on ensuring customer needs are met.
4. Ability to remain calm in stressful situations.
5. Commitment to positive and effective team work.
6. Integrity and confidentiality.

**Specialist knowledge skills and experience**

1. Knowledge of ICT infrastructure, hardware, information systems, operating systems, local area networks, servers and security.
2. Knowledge and practical application of UK data protection law across a range of different situations
3. Knowledge and practical application of Cyber Essentials security standards.
4. Ability to communicate both verbally and in writing professional, technical and complex information with a range of audiences at an appropriate level to customer understanding.
5. Negotiation skills to agree business requirements with customers and/or persuade managers to take a course of action they may not choose to take.
6. Proven successful experience in an ICT environment.
7. Demonstrable experience in the use of ICT tools and techniques.
8. Experience of identifying and resolving operational issues under pressured circumstances.
9. Experience and understanding of IT and Communications systems as they apply to emergency service environments.

**Additional requirements**

*(These are required for this role, but it is not necessary to demonstrate in your application)*

1. A DBS check is required for this role.
2. Frequent travel to resolve issues at locations across the county and to attend meetings in the county, regionally and nationally on an occasional basis.
3. Flexibility in order to attend meetings or events outside normal working hours on a prearranged and occasional basis.
4. Participation in the on-call rota to provide out of hours support to critical systems, for which additional payment will be made. [currently under review].

**Travel requirements**

We positively encourage the use of technology to communicate and engage, but in this role, you may need to operate across a wide and rural area, so it would be beneficial for you to either hold a full and current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

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| **W** | **Wellbeing** – Looking after yourself and each other #oneteam |
| **E** | **Equality** – Respecting, valuing, embracing, and celebrating everyone’s unique differences |
| **A** | **Achieve** – We are the best we can be |
| **S** | **Support** – We work as one team |
| **P** | **Pride** – We are passionate about making a positive difference to the people and place of Suffolk |
| **I** | **Innovate** – We believe that every penny counts and every minute matters |
| **R** | **Respect** – We give and earn respect |
| **E** | **Empower** – We empower, encourage, and motivate |

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our ASPIRE values.

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| **Guaranteed Interview Schemes** | If you are a care leaver or have a recognised disability, please tell us on your application form and we offer a guaranteed interview for those who meet the essential criteria from the role. |
| **Reasonable Adjustments** | If you have a disability or long-term illness that may prevent you from meeting any of the essential criteria, please contact us to discuss whether a reasonable adjustment can be made.  **Tel: 03456 053 000 Email:** [**recruitment@suffolk.gov.uk**](mailto:recruitment@suffolk.gov.uk) |

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| We offer a fantastic working environment including diverse and active staff networks,  great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents. Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more. |