

Service Document Standard Form:

Role Profile: ICT Operations Specialist

Linked documents: Job Evaluation Guidance Note



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ROLE DETAILS:

Role Title:	ICT Operations Specialist
Grade:	H to I
Service area:	Technology, Transformation & PMO
Responsible to:	ICT Manager

PURPOSE OF THE ROLE: *Why the role exists and what it has to achieve*

- To manage the Service's business critical operational ICT equipment both central, mobile and in remote stations
- To ensure backups of data held on the devices are taken and the data is valid and recoverable
- To ensure appropriate disaster recovery plans are both appropriate and tested
- To ensure Service Level Agreements for the provision and uptime of ICT equipment's are met
- To manage the development of software, hardware and infrastructure to meet the Service needs in line with ICT Strategy
- To assist in the computer / network infrastructure / server infrastructure / communications equipment configuration within the Service
- To scan the software and infrastructure market and introduce to the Service as appropriate

DIMENSIONS OF THE ROLE: *The key statistics associated with the role*

Financial (direct or non-direct): Non-direct

Staff responsibilities (direct or non-direct): Non-direct

Any other statistical data: None

PRINCIPAL ACCOUNTABILITIES: What the role is accountable for and required to deliver

- Use specialist professional knowledge to provide, maintenance, backup / recovery, patching, stability and on-going development of operational ICT equipment across the organisation.
- Provide specialist professional knowledge of Turnout equipment, MDT's (fixed and demountable), Vision, GD92, Paging and all associated coms software and bearers

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- To manage the portfolio of user change requirements (Change Requests) for all software, hardware and infrastructure
- To work in partnership with Operations to understand current and future needs
- Use specialist professional knowledge to ensure software, hardware, infrastructure and communications are developed or procured in time and to budget, including the management of external suppliers, and achieving the required outcomes. This includes programme and project management, business change management, business process change, and solutions integration
- Use professional judgement to review ICT suppliers and solutions available on the external market and bring new proposals to the Service as appropriate
- To provide support on an on-call basis as required by the Service
- Configure software / hardware as necessary to maintain SLA's
- Experienced in the setup and running of Microsoft SCCM / In Tune to deliver services.
- Ensure operational systems are available to users at all times
- Liaise with software and service providers to resolve issues
- Use professional knowledge and judgement to provide technical solutions and advice to users and colleagues on systems, products and services that are available to them.
- To run small to large projects from start to end, meeting tight budgets and timescales
- To attend training and / or college courses and development as directed by the ICT Manager

DECISION MAKING:

Make decisions:

Use professional judgement to make decisions on the performance / replacement of operational ICT equipment and apply good business / ICT practice through the change management process.

Significant say in decisions:

Will be expected to use professional judgement to participate in decisions affecting ICT in general within the Service.

CONTACT WITH OTHERS: *The frequent contact the role holder has with others and for what purpose*

Internal:

Multiple internal contacts around the performance of the systems, downtime and outages.

External:

Multiple external contacts with suppliers, contractors and customer groups in a wide range of scenarios.

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PERSONAL REQUIREMENTS:

- To participate in a programme of continuous personal and professional development relevant to the role
- To demonstrate conduct and behaviours in accordance with the Service policies, values and norms
- To comply with the Services' aims, organisational values and behaviours and their impact on this post
- To be committed to protecting and respecting the privacy of individuals and the responsible handling of personal information
- To ensure all aspects of health and safety are adhered to. Ensuring that all employees, visitors, contractors etc. within the area are following statutory requirements and Service policies and procedures
- The Service is committed to safeguarding and promoting the welfare of children and vulnerable adults, and expects all employees and volunteers to share this commitment
- To undertake, with appropriate training, the duties of other roles as required
- To mentor and coach employees as required
- To contribute to the development and implementation of relevant policies and procedures
- Attend meetings as required and submit information in appropriate formats as required
- To undertake any other duties which fall within the broad spirit, scope, levels and purpose of this role that may reasonably be required from time to time, at any location required by the Service

REQUIREMENTS: Essential Criteria

The skills, knowledge, qualifications and training required to perform the role

Qualifications & Training:

- Microsoft certification including:
 - Microsoft Azure
 - Windows Server
 - SQL Server
 - Exchange Server
- Project management

Experience:

- Experience in the technical aspects and operational use of command and control systems
- Experience in the technical aspects and operational use of mobilising solutions
- Experience in the technical aspects and operational use of the mobile data terminals
- Managing complex operational ICT equipment
- Managing relationships with external partners

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- Managing shared resources across partner organisations
- Use of ITIL in a similar sized organisation

Skills:

- Good written and verbal communication skills
- Good project management skills
- Effectively prioritise work in line with organisational directives
- Analytical mind in order to readily diagnose the source and cause of IT systems faults
- Understanding of ICT infrastructure architecture

Knowledge:

- Professional knowledge and competence in software and infrastructure development.
- Professional knowledge and experience in Code of Connection / secure communications.
- Specialist professional knowledge of mobilising solutions
- Knowledge in the deployment of images / software utilising Microsoft SCCM / Autopilot
- Knowledge of paging systems
- Configure, update, maintain and monitor Microsoft SQL environment
- Knowledge of external ICT suppliers, solutions and products
- Knowledge of ITIL
- Understanding of TCP/IP and Telephony
- Understanding of networking and communications within an ICT environment

REQUIREMENTS: Desirable Criteria

The skills, knowledge, qualifications and training required to perform the role

Qualifications & Training:

- Microsoft Certified Professional (MCP)
- Trained in the operational use and maintenance of the Vision system
- Trained in the operational use and maintenance of Multitone Station End system
- Trained in the operational use and maintenance of Airbus MDT software

Experience:

- Managing complex operational ICT equipment in the pressure of a blue light organisation
- Managing shared resources across partner organisations
- Managing complex ICT Equipment of a blue light service
- Managing relationships with external partners within a similar sized organisation
- Extensive use of ITIL within a similar sized organisation

Skills:

- Extensive project management skills
- Configure, update, maintain and monitor Microsoft SQL
- Demonstrable excellence in the deployment of images / software utilising Microsoft SCCM / Autopilot

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Knowledge:

- Extensive professional knowledge and competence in software and infrastructure development
- In-depth knowledge of a Multitone station end servers and associated comms equipment
- Specialist professional knowledge of paging systems within a blue light environment
- Extensive professional knowledge and experience of Code of Connection / application of gap disk and PSN secure communications
- Knowledge of the Electricity at Work Regulations 1989
- Knowledge of the Health and Safety at Work Act 1974 and Management of Health and Safety Regulations 1992
- Specialist professional knowledge of firewalls / routers / switches / wireless access points.
- Specialist professional knowledge of TCP/IP and Telephony
- Effectively able to prioritise work in line with organisational directives
- Analytical mind in order to readily diagnose the source and cause of IT systems faults
- In-depth understanding of external ICT suppliers, solutions and products
- In-depth understanding of ICT infrastructure architecture

ANY ADDITIONAL INFORMATION: *Information relevant to the role.*

The post holder will be expected to have a flexible approach to work, possessing a high level of integrity, honesty, reliability and confidentiality.

This role profile will be supplemented by annual target-based outcomes, which will be developed in conjunction with the role holder. It will be subject to regular review and the Service reserves the right to amend or add to the content listed above.