

Service Document Standard Form:

Role Profile

Linked documents: Job Evaluation Guidance Note



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ROLE DETAILS:

Role Title:	ICT Server Specialist
Grade:	H (£31,874) – I (£37,307)
Service area:	ICT
Responsible to:	ICT Manager

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

- To manage Buckinghamshire & Milton Keynes Fire Authority business critical servers and data both on premises and in the cloud.
- To ensure backups of data are taken and that the data is valid and recoverable.
- Ensure appropriate disaster recovery plans are both appropriate and tested.
- To ensure Service Level Agreements for the provision and uptime of Servers to the Service are met.
- To manage the development of software, hardware, and infrastructure to meet the Service needs in line with then Service ICT Strategy.
- To assist in the computer / network infrastructure / communications equipment / operational equipment configuration within the Service.
- Take part in the On Call ICT (provision of an ICT Technician 24 x 7 x 365).
- 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): Influence on purchasing decisions for IT equipment, contracts, and software.

Staff Responsibilities (direct or non-direct): A key role within ICT requiring building relationships within the Team, the Service and external partners.

Any Other Statistical Data: Provision of performance and analytics as required.

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

Service Delivery

- Use specialist professional knowledge to provide maintenance, backup / recovery, patching, stability, and on-going development of servers across the organisation.
- Provide specialist professional knowledge of Microsoft server environment on premises and in the cloud.
- To manage the portfolio of user change requirements (Change Requests) for all software, hardware, and infrastructure.
- To work in partnership with the user community 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.
- 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 relevant 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 server operating systems / group policy objects.
- Experience in the setup and running of Microsoft SCCM and Intune including updates and patching of server/infrastructure, clients, software deployments and driver pack configuration.
- Experience of Exchange On-Line and Office 365.
- Ensure server / infrastructure software and firmware are patched.
- Use professional knowledge to configure, update, maintain and monitor Microsoft SQL environment both On-Line and on premises.
- Ensure systems remain protected, through security software / logging /antivirus and malware protection, in-depth experience Microsoft Defender.
- Ensure back-office systems servers are always available to users.
- Ensure system backups are running and backups are valid.
- Liaise with software and service providers to resolve issues.
- 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.

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DECISION MAKING:

Make Decisions:

Use professional judgement to make decisions on the health and wellbeing of the network. infrastructure, 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 Authority

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

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 Service's 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.

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- 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 365 Fundamentals MS-900.
- Microsoft Azure Fundamentals AZ-900.
- Microsoft Security, Compliance, and Identity Fundamentals SC-900.
- Microsoft Windows Client MD-100.

Experience:

- Managing complex clustered servers using on premises Hyper-V and Microsoft Azure Virtual Machines.
- Managing a backup / recovery strategy and disaster recovery.
- Managing the risk of malware / viruses.
- Practical use of ITIL.

Skills / Knowledge:

- Specialist professional knowledge & competence in software and infrastructure development.
- Good communication skills, written and verbal.
- Good project management skills.
- Specialist professional knowledge and competence in Microsoft Server technology.
- Specialist professional knowledge and experience in the setup and running of Microsoft SCCM and Intune.
- Specialist professional knowledge of Exchange Online and Microsoft 365.
- Configure, update, maintain and monitor Microsoft SQL environment Online and On Premises.
- Knowledge of firewalls / routers / switches / wireless access points.
- Knowledge of external ICT suppliers, solutions, and products.
- Understanding of ICT infrastructure architecture.
- Knowledge of ITIL.
- Understanding of Teams and TCPIP Telephony.
- Understanding of networking and communications within an ICT environment.
- Effectively prioritise work in line with organisational directives.
- Analytical mind to readily diagnose the source and cause of IT systems faults.

Service Document Standard Form:

Role Profile

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REQUIREMENTS - Desirable Criteria:

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

Qualifications & Training:

- Microsoft Azure Administrator AZ-104 or Microsoft Azure Administrator Associate Certified.
- Microsoft 365 Identity and Services MS-100 or Microsoft 365 Enterprise Administrator Expert Certified.
- Microsoft Azure Administering Windows Server Hybrid Core Infrastructure AZ-800 and Configuring Windows Server Hybrid Advanced Services AZ-801 or Microsoft Certified: Windows Server Hybrid Administrator Associate and Previous MCSE certification.
- Managing Microsoft Teams MS-700 or Microsoft 365 Certified: Teams Administrator Associate.
- Microsoft Power Platform Fundamentals PL-900.
- Microsoft Azure Data Fundamentals DP-900.
- Cisco Certified Professional (CCNA).
- ITIL Foundation Level.

Experience:

- 5 years managing Windows Server in Hyper-V, Azure HCI and Microsoft Azure.
- 5 years managing a backup / recovery strategy and disaster recovery. Using Microsoft Azure Backups and Site Recovery.
- 5 years managing the risk of malware / viruses using blended Microsoft methodologies.
- 5 years practical use of ITIL.

Skills / Knowledge:

- Extensive specialist professional knowledge and competence in software and infrastructure development.
- Great communication skills, written and verbal.
- Great and extensive project management skills.
- Extensive specialist professional knowledge and competence of cloud-based Microsoft Servers.
- Extensive specialist professional knowledge and competence of Microsoft SCCM & Intune.
- Extensive specialist professional knowledge and competence of Exchange Online & Microsoft 365.
- Configure, update, maintain and monitor Microsoft SQL environment on premises and on-line.
- Extensive specialist professional knowledge and competence of Microsoft Defender and Microsoft Sentinel.
- Extensive knowledge of firewalls / routers / switches / wireless access points.
- In-depth understanding of ICT suppliers, solutions, and products.
- In-depth understanding of ICT infrastructure architecture.
- Good understanding of Microsoft Licensing and the renewal process and to work with third parties to make sure service is licensed correctly.
- Understand of the Microsoft Power Platforms to assist the service with its future needs.
- Expertise in managing Active Directory and Group Policy management as well as Azure Active Directory.
- Extensive Knowledge of Email Hygiene methods. i.e., DMARC, SPF and MTA-STA.

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- Knowledge and expertise of Microsoft Team and integrated phone system solutions.
- Management knowledge of certificates and external domain hosting.
- Specialist knowledge of managing Android and Apple products via Intune.
- Ability to provide support for Polycom desk phones.
- Ability to review and create scripts using PowerShell.
- Knowledge of Windows Admin Centre used Azure HCI Servers.
- Any experience of Dynamics 365.

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.