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| **Post** | Systems Engineer | **Directorate** | Performance Improvement |
| **Line Manager** | Information, Communication and Technology (ICT) Manager | **Location** | Headquarters, Shrewsbury |
| **Section** | Information, Communication and Technology | **Scale** | Grade 8 |
| **Hours** | 37 per week | **Status of Post** | Permanent |

**1 Job Purpose**

1.1 To oversee the maintenance and support of servers, storage and other network components

1.2 To ensure the resilience, security and reliability of the command and control system and associated assets

1.3 To contribute towards the Fire and Rescue Service National Framework in respect of securing interoperability with Category 1 and 2 Responders.

1.4 To provide advanced technical support and advice into ICT related projects and to resolve escalated service desk tickets

1. **Major Tasks**

2.1 To proactively manage and monitor the system architecture to verify the stability, interoperability, portability, security and scalability of the infrastructure.

2.2 To manage the server farm and carry out software and hardware upgrades to ensure the infrastructure is continually maintained and updated.

2.3 To evaluate existing infrastructure to determine effectiveness and suggest changes to ensure the highest levels of systems and infrastructure availability.

2.4 To collaborate with software developers to ensure that new system components integrate and are compatible with the infrastructure.

2.5 To provide 2nd and 3rd line support to identify, diagnose and resolve recurring and escalated incident support issues.

2.6 To manage vendor relationships when dealing with operational issues to reach a sustainable solution.

2.7 To test and verify patches and fixes and ensure they are continually applied across the estate.

2.8 To ensure compliance of all ICT assets, information and procedures to HMG Security Policy Framework and to alert the ICT Manager to any actual/likely breaches of the Framework.

2.9 To support the organisation in delivery of the Fire and Rescue National Framework, particularly in respect of requirements applicable to intra/inter-operability with Category 1 and 2 Responders (*as defined in the Civil Contingencies Act*)

2.10 To communicate project information through a variety of communication channels.

2.11 To administer Active Directory to ensure the security of the domain.

2.12 To routinely test the system recovery processes to minimise the risk and impact of a serious disaster and threats to continuity (including co-ordination of the appropriate back up regime and virus protection).

2.13 To develop the documentation of systems and procedures as part of a knowledge base.

**Provide on-call duty as required**

2.14 Be available and carry out standby duties out of hours on rota basis.

2.15 Assess telephone reports and determine actions required.

2.16 Attend defects and carry out repairs.

# Other Tasks

3.1 To ensure that the Service’s Brigade policies on equality and diversity at work are implemented, monitored and adhered to at all times, in order to achieve a working environment that promotes equality and diversity. Be sensitive to the feelings and needs of others.

3.2 To support the organisation in embedding the ‘core values’, strategic aims and corporate objectives.

3.3 To ensure all duties are carried out in accordance with the Authority’s IT Security Policy.

3.4 To comply with the Health and Safety responsibilities set out in Appendix A to this job description.

3.5 To assist in the implementation of the Authority’s Service Plan and in the achievement of the objectives for the Authority as a whole.

3.6 Ensuring information is securely maintained and treated confidentially in accordance with Service policy, the Data Protection Act and other Information Acts.

3.7 To make an effective contribution to the corporate aims of the Fire Authority.

3.8 Maintain proper administrative procedures and records in accordance with Service policy, orders and instructions including documenting and recording work activity.

3.9 Ensure that any defect of Service premises, accommodation, furnishings, vehicles fixtures and fittings are reported in accordance with specified procedures.

3.10 To become involved in and to respond effectively to the changing requirements of the Authority.

3.11 To carry out such other duties as may be directed, commensurate with the grading of the post.

**4. Job Overview**

4.1 **Knowledge and Skills**

The job is one requiring analytical, problem solving or creative skills.

The job holder must be able to work on own initiative.

The job holder must be able to provide solutions.

4.2 **Demands**

The job holder will be expected to make routine decisions based on broad instructions from the line manager in support of the user.

The job holder is directly responsible to the ICT Manager, but must have the ability to work on his/her own initiative within their general work program as set by the ICT Manager.

The job holder must have an understanding of the hardware and software systems used in-house. Ability to identify the configuration issues involved when resolving problems.

4.3 **Responsibilities**

The postholder has supervisory responsibilities.

# 5 Conditions of Service

5.1 The post is based at Fire and Rescue Service Headquarters, St. Michael’s Street, Shrewsbury.

5.2 The Conditions of Service will be those specified by the National Joint Council for Local Government Services as amended from time to time.

5.3 The appointment is permanent and full time for 37 hours weekly based on normal office hours, currently 08:45 to 17:00 **Monday to Thursday** (16:00 on **Fridays**) with a 40 minute lunch break. A flexible working hours scheme is in operation and participation in the scheme is at the discretion of the Chief Fire Officer.

5.4 The post carries with it additional payment in respect of standby duties where you will be required to be available outside normal working hours in accordance with the Service’s standby/on-call ICT policy. Information is attached at Appendix B.

5.5 This post carries eligibility to join the Local Government Pension Scheme subject to medical clearance. Information about this and other pension options will be enclosed with any formal offer of appointment.

5.6 Annual holidays will be at the rate of 23 days per annum with a further 5 days for those with 5 years’ service, plus additional discretionary days as determined by the Shropshire and Wrekin Fire Authority from time to time.

5.7 The appointment is subject to one month’s notice on the post holder’s side.

5.8 The appointment is subject to the satisfactory completion of a six-month probationary period for new entrants to Local Government service.

5.9 Applicants should note that, for the health and comfort of its employees, Shropshire Fire and Rescue Service operates a total ban on smoking at work.

1. **Employee Benefits**

6.1 The post carries with it additional responsibilities and payment in respect of

standby and call-out duties. More information is attached to this job description.

* 1. The post carries enrolment into the Local Government Pension Scheme which is

provided by the Shropshire County Pension Fund. For further information on the

scheme please visit [www.lgps.org.uk](http://www.lgps.org.uk)

* 1. Shropshire Fire and Rescue Service operates a flexible working hours scheme to

help employees balance the demands of domestic and family commitments with

work responsibilities. For more information on the scheme please visit our website

[www.shropshirefire.gov.uk](http://www.shropshirefire.gov.uk) and select Access to Information; Brigade Documents.

* 1. Shropshire Fire and Rescue Service supports Paycare 4Work Health Benefits

Plan. The plan is an inexpensive way to reclaim money spent on healthcare. By

taking out a Paycare 4Work Healthcare Benefits Plan, paid through a payroll

deduction, you can claim 100% of the money you spend on everyday healthcare.

* 1. Shropshire Fire and Rescue Service supports Computershare Childcare Vouchers. If you are a working parent with children up to 16 years old you could save up to £933 a parent, a year on your registered childcare costs.
  2. Shropshire Fire and Rescue Service offers Occupational Health facilities for employees to help to assist them with any medical issues that may affect their day to day work.

1. **Status of job description**

July 2017

**Safety Responsibilities Appendix A**

**Individual Employees**

* Each employee is responsible for their own acts or omissions and the effect that these may have upon the safety of themselves or any other person.
* Every employee must use safety equipment or personal protective equipment (PPE) in a proper manner and for the purpose intended.
* Any employee who intentionally or recklessly misuses anything supplied in the interests of health and safety will be subject to disciplinary procedures.
* Every employee must work in accordance with any health and safety instruction or training that has been given.
* No employee may undertake any task for which they have not been authorised and for which they are not adequately trained.
* Every employee is required to bring to the attention of their supervisor/manager any hazard or perceived shortcoming in our safety arrangements.
* Every employee must report any near miss, accident or dangerous occurrence that they witness or are involved in.
* All employees must co-operate with their employer to ensure legal requirements are met and the highest standards of safety management are maintained.
* Every employee must observe correct manual handling techniques when lifting carrying or moving a load.
* Every employee must follow the Brigade General Health and Safety Rules.

**Appendix B**

**Shropshire Fire and Rescue Service Standby/On-call IT Function Policy**

This post carries with it additional responsibilities and payment in respect of standby and call-out duties where you will be required to be available at all times outside normal working hours, except in the case of sickness.

Each member of the ICT team (as nominated by the ICT manager) shall provide an equal number of standby duties.

Standby shifts will not be worked or paid for until the post-holder has gained and demonstrated sufficient competence to carry out the duties.

The actual duty rota will be agreed with and managed by the ICT Manager and shall not be varied without approval.

**Standby periods**

Standby periods shall be outside of office hours i.e. between the hours of 17:00 to 00:00 and 00:00 to 09:00

A Standby period shall be over 7 consecutive days beginning on a Monday at 09:00 and includes 30 minutes per day of general routine housekeeping as defined by the ICT Manager.

**Payment**

Payment for standby duty will be in accordance with the schedule set out below:

Monday to Saturday x1.5 hourly rate

Sunday x2 hourly rate

For Bank Holidays, an employee will be paid their normal hourly rate and accumulate TOIL hours as per the schedule below:

Up to 4 hours work = half a day’s TOIL leave

Over 4 hours work = I full day TOIL leave

**Standby**

Payment for agreed standby duties is subject to these duties being undertaken by the employee concerned. If this is not possible due to illness or compassionate leave, then the employee may make arrangements within the rota period e.g. within the weeks before it is their turn again, to provide compensatory cover for the colleague who covered their absence.

The level at which payment is to be made is calculated based on 12.5% of the hourly rate.

**As part of the standby payment 2 x 30 minute periods of housekeeping are expected (one on Saturday and one on Sunday)**

**Calculation of the ‘hourly rate’**

Where a group of employees are engaged on an all year round fixed pattern standby rota and are performing the same duties whilst on standby, the calculation of a monthly standby payment will be based on the average salary / hourly rate of the officers on the rota rather than the individual employee rate.

The average salary / hourly rate will be determined as an average of the midpoint SCP of the substantive job evaluated grade of all officers engaged on the standby rota. This will generate a single payment rate which will then be applied to all staff performing common duties and responsibilities within that rota.

**Call-out**

A call-out is defined as the receipt of a call requesting assistance which can be given by the member of staff either remotely or by attending SFRS premises. It is **not** payable where the employee cannot respond to the matter raised in any way or where they re-direct the caller elsewhere.

**Commencement of overtime for standby ICT Staff**

Overtime is accrued from the time an employee mobilises to the site or remotely logs into the Brigade Network. Quickly resolved issues (issues lasting up to 15 minutes) will not attract overtime.

Overtime is paid until the employee resolves the problem and leaves to site or logs out of the system.

For the first call-out, (subject to the 15 minute rule above) an employee will be paid a minimum of 2 hours at the appropriate hourly rate.

**A timesheet must be submitted detailing the time and nature of all calls received whilst on standby which must be authorised by the ICT Manager**

**Annual Review**

In order to maintain consistency with the original method of calculation, the determined standby rates will be linked to any annual cost of living increases awarded at a national level and applied locally by Shropshire Fire and Rescue Service.

In addition, either as a result of any substantial changes to the operation of the rota, or as a minimum, in April of each year, the ACFO responsible for the service in which the rota operates will, in conjunction with the HR Manager, be required to undertake a review of the operation of the standby rota.

This review will need to;

1. assess the standby periods and duties performed in order to confirm the payment is within the correct category, ensuring it reflects genuine service needs;
2. the expected standby has been worked and the payments remain relevant.
3. consider any / all changes made to the number and grade of employees deployed on the rota and their continued relevance to the tasks and duties required to be performed.

**Should the above review lead to any changes to the calculation of the standby payment which indicates a variance of 10% or more, the payment shall be amended accordingly with effect of the first day of the month thereafter.**

**Person Specification**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| Qualifications (or equivalent skills) | Degree level qualification in a subject related area or equivalent |  | Application form |
| Work Experience | Strong knowledge of Microsoft Operating Systems.  Proven background Active Directory, DNS, DHCP  Knowledge of virtualisation technology.  Cisco experience with advanced understanding of switches, subnets, routing and VLANs.  Experience supporting firewalls and virtual private networks.  Experience supporting Office365  Experience of troubleshooting network issues in an office based environment. | Emergency Service Knowledge  Experience of VMWare, Veeam, Nimble  Experience of Palo Alto  Experience of Sharepoint administration  Experience of supervisory  responsibility  Worked to ITIL standards | Application form  Interview |

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| Skills | Must have the ability to communicate and work effectively with personnel at all levels.  Must have the ability to work in a logical and methodical manner particularly when problem solving.  Must have the ability to learn specialist software packages without guidance.  Commitment to provide outstanding customer service. |  | Application form  Interview  Work related tests |
| Personal Qualities | Must be able to work as part of a team.  Must be able to work on own initiative within given workload and to set priorities.  Must be able to persevere in order to resolve problems.  Must be flexible and able to work in a small dynamic team with a number of external pressures. |  | Application form  Interview |
|  | Willingness to develop self and others. |  |  |
|  | Honesty, reliability and confidentiality, as appropriate. |  |  |
|  | Confidential, professional and friendly manner |  |  |
| **Special Factors** | To work outside normal hours if work requires.  To participate in an on-call rota.  Must hold a current driving licence.  The postholder will be vetted and required to satisfy HMG security standards to - ‘Baseline Personnel Security Standard’ |  |  |