Gwasanaeth Tân ac Achub
Canolbarth a Gorllewin Cymru

Mid and West Wales
Fire and Rescue Service

JOB APPLICATION PACK

Introduction

Dear Applicant,

Thank you for your interest in joining Mid and West Wales Fire and Rescue Service.

My vision is for our Service 'to be a world leader in emergency response and community safety.' Whilst we have a proud track record of achievement, we know that there is always room for improvement.

When people think of a career in the Fire and Rescue Service, they tend to think of Firefighters responding to emergency incidents, but it's not just Firefighters who make mid and west Wales a safer place.

Behind the operational scene, the Service has a large range of other posts within different departments which are either office based or in our workshops, and we employee people in professional, technical, and administrative roles.

Without corporate support functions in place to provide the systems, processes and technology, the Service would not be able to deliver the best possible service to our communities.

If you're looking for a career with variety, a challenge, and opportunities for progression, along with all the benefits you'd expect from a key public service organisation, then why not consider joining us in one of our specialist or administrative support functions.

Thank you and good luck

Roger Thomas
Chief Fire Officer, *Head of Paid Service*

EIN GWELEDIGAETH

I ddarparu'r gwasanaeth gorau posibl i gymunedau Canolbarth a Gorllewin Cymru.

OUR VISION

To deliver the best possible service for the communities of Mid and West Wales.

#EichGTACGC   **#YourMAWWFRS**

BEHAVIOURS

- ✔ Be Accountable
- ✔ Be Respectful
- ✔ Demonstrate Integrity
- ✔ Be Impartial
- ✔ Be Ethical

Candidates will be assessed against these behaviours throughout the recruitment process.

ENABLERS

- Our people
- Corporate Social Responsibility
- Leadership and Management: Governance, decision making and continuous improvement
- Digital and Information Communications Technologies Strategy
- Financial Resilience
- Partnerships and Collaboration

About the Service

we cover
4500
square miles
(11,700 km²)
of Wales
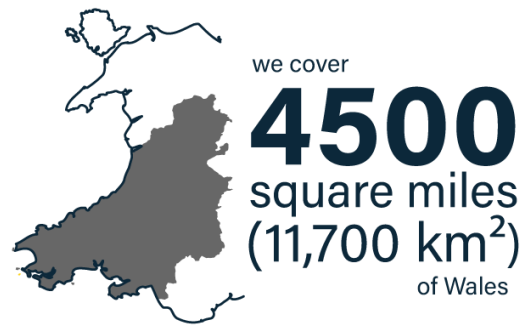
The Service was created in 1996 by the Local Government (Wales) Act 1994, following the merger of Dyfed, Powys and West Glamorgan Fire Brigades Mid and West Wales Fire and Rescue Service covers the following County Council areas:
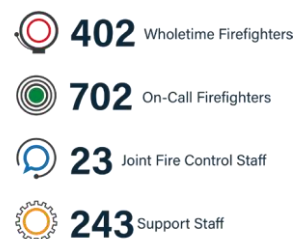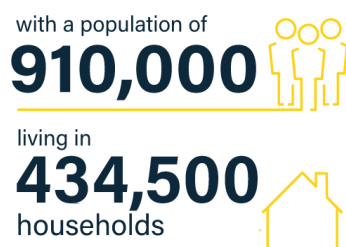
The Service makes up almost two-thirds of Wales, covering a predominantly rural area of 11,700 km² (4,500 square miles), with 650km of coastline. With its Headquarters in Carmarthen, the Service employs 1300 staff, with a little over a 1100 of those based in one of 58 stations spread across three Divisions. The Service has the third highest population sparsity in England and Wales and there are 900,000 people that live within our Service area. This number increases to over 2 million as a result of tourism through the summer months.

It is the third geographically largest Fire and Rescue Service in the United Kingdom, behind the Scottish and Northern Ireland Fire and Rescue Services. This in itself presents a range of different challenges.

There are a variety of risks found within the Service area, ranging from the petrochemical industries in Milford Haven, to the risks associated with heavily populated areas such as Swansea and Neath Port Talbot. There is also a large farming community and many other light industries throughout the area.

These, together with an extensive coastline and inland waterways, form some of the specialised risks found within the Service.

with a population of
910,000
living in
434,500
households

we run
58
fire stations
with
1350
staff

402 Wholetime Firefighters
702 On-Call Firefighters
23 Joint Fire Control Staff
243 Support Staff

Benefits

Working for the Service opens the door to a whole portfolio of benefits which can enhance your lifestyle both now and into the future.

Competitive rates of pay -
recently reviewed to ensure fairness across all roles; with annual increments to the top of your salary band, as you build knowledge and experience.

Local Government Pension scheme -
A generous pension scheme, with the Service making a substantial contribution (currently 15.2%) to funding your retirement, as well as the option to increase your benefits by purchasing additional pension or investing in Additional Voluntary Contributions (AVC).

Generous Annual leave –
26 Days plus bank holidays, going up to 33 days after 5 years employment.

Flexi Scheme –
Opportunity to flex your working hours to help accommodate life outside of work.

Free on-site parking   Cycle to Work   Staff Discount scheme   Health and Wellbeing

- Access to Blue Light Card discount scheme
- Car Leasing Salary Sacrifice scheme
- Let's Connect IT equipment loan scheme

- Sports and Social Club
- Firefighters Charity

A Working Environment Shaped by our Values

Committed to Equality and Diversity -

Equality, diversity and inclusion is at the heart of what we do as a Service and are values which sit at the core of our organisational processes, practices and culture.

As a service, we are committed to identifying, understanding, and eliminating all barriers that prevent access to services, information, and employment.

The Service currently has a small number of internal employee networks / forums in place, which play an active role in:

- Championing issues for employees;
- Contributing to the organisation's diversity and inclusion agenda;
- Advising on policy development;
- Improving the work environment for employees

Committed to reducing our Environmental Impact -

We recognise that our operations have an effect on the global and local environment and are committed to minimising adverse environmental impacts within financial, operational and resource constraints.

In our race to Net Zero Carbon Status by 2030, the Service has set itself targets that align with the Welsh Government route map for decarbonisation across the Welsh public sector.

The Service has achieved Level 5 Green Dragon Environmental Standard accreditation for the 8th year in a row.

#CARBONZERO30

Job Profile

Salary: £31,067 - £32,654

ABOUT THIS JOB

As a highly skilled ICT Technical professional, you will be an integral part of the Mid and West Wales Fire and Rescue Service's ICT department. The role requires proficiency in working within a dynamic customer-facing technical support environment, where the primary goal is to deliver exceptional end-user support while continually harnessing technology to drive innovative solutions to technology challenges.

As an ICT Technician, you will be assigned to one of our specialized ICT Departments, such as Operational Systems, ICT Business Systems, ICT Solutions, or ICT Security. However, you will also play a crucial role in providing support and reinforcement to other teams and colleagues when necessary.

This position presents an excellent opportunity for an experienced Support Technician seeking a fresh challenge. We value personal dedication, technical expertise, and a strong desire to contribute positively to our organization's operation.

The Person

Qualified and experienced candidates should possess the ability to function effectively both independently and as part of a team within a vast rural area. The ideal candidate should demonstrate expertise in ICT support and exhibit a genuine passion for exploring all aspects of technology, including hardware and software. A creative mindset and customer focus attitude is essential to inspire positive performance and foster continuous service improvement while leveraging the expertise and support of your team members.

Job Description

TITLE OF POST:	ICT Technician (Business Systems Team)
RANK/ROLE:	Grade 6
LOCATION:	ICT Department, Service Headquarters, Carmarthenshire
RESPONSIBLE TO:	ICT Team Manager
MAIN PURPOSE OF JOB:	Providing ICT support for Service users across the organisation. Working across different ICT teams to provide support as required.

SCHEDULE OF RESPONSIBILITIES   RESPONSIBLE TO

	SCHEDULE OF RESPONSIBILITIES	RESPONSIBLE TO
1.	Providing ICT Support, resolution or escalation for issues assigned to you from the helpdesk	Team Manager
2.	Providing ICT Support, resolution or escalation for issues on the helpdesk where necessary or when other members are unavailable	Team Manager
3.	Keep the helpdesk up to date with updates, timescales or re-assignments as required to ensure the end user is fully informed	Team Manager
4.	Recognise ICT solutions for Service issues and escalate them to the relevant team	Team Manager
5.	Keep the ICT inventory system up to date with all new, changed and remove items and ensure adequate stock is maintained.	Team Manager
6.	Oversee, assist and liaise with external contractors.	Team Manager
7.	Liaise with external suppliers as required including purchasing, deliveries and warranty issues	Team Manager
8.	To address all housekeeping requirements including safety inspections for the ICT workshop, server rooms at HQ and ICT Rooms Service wide as assigned to you.	Team Manager
9.	Undertake/assist with ICT Department EOY Financial stocktake	Team Manager
10.	To lead and assist project work when required across all teams	Team Manager

11. Support ICT project planning and coordination.	Team Manager
12. Carry out regular checks on all vehicles that are the responsibility of your team or other vehicles you will be using for any period, including fuel and mileage logs for those vehicles.	Team Manager
13. Ensure general housekeeping and tidiness of departmental vehicles assigned to your team.	Team Manager
14. Setup, support and configure Audio-Visual equipment across the Service area.	Team Manager

Team Responsibilities

ICT Technicians may work permanently or temporarily within one of the following teams in the ICT department on request of the Head of ICT or their deputy:

- **Operational Support Team**

- **Business Systems Team**

- **Solutions Team**

- **Security Team**

Depending on the team the technician is allocated to, they will have the following responsibilities and will also be able to perform, albeit to a lesser extent, the specified tasks in the other teams

Business Systems Team Specifics

1. Setting up, installing and configuring WiFi Access Points, Switches, firewalls and other network infrastructure, including DHCP, Radius and IP configurations at Service HQ	ICT Manager
2. Install data sockets, racks and associated equipment safely and neatly according to ICT department or Service standards.	ICT Manager
3. Providing remote and in-person desktop software support and PC maintenance to HQ staff	ICT Manager
4. PC, Laptop, Tablets, Mobile, VOIP telephone, MFD, printer and other devices setup, configuration and maintenance	ICT Manager
5. Helping to deliver new projects from the development team to HQ and support staff	ICT Manager
6. Assisting with Rack and Server installation and configuration	ICT Manager
7. Assisting with the development and configuration of HQ departmental systems	ICT Manager
8. Using deployment and imaging tools to configure PCs, Laptops and printers	ICT Manager
9. Researching and specifying new systems and software for the Business systems team and general ICT users.	ICT Manager

Operational Support Team Specifics

Note: This team may require extensive travel across Mid and West Wales as well as some overnight stays from time to time.

1. Provide help and support to the Joint Fire Control Centre users as required	ICT Operational Systems Manager
2. Visiting the Commands on a regular basis as determined by the team manager or Head of ICT to provide pro-active support and advice.	ICT Operational Systems Manager

3. Providing ICT Support, primarily for the stations, commands, Joint Fire Control, Earlswood and operational systems at HQ	ICT Operational Systems Manager
4. Providing support to RDS personnel during their drill period as rota'd or determined by the Operational Systems Manager	ICT Operational Systems Manager
5. Visiting stations to perform ICT maintenance, installations and configurations as necessary	ICT Operational Systems Manager
6. Visiting stations to perform ICT maintenance, installations and configurations as necessary	ICT Operational Systems Manager
7. Setting up, installing and configuring WiFi Access Points, Switches, firewalls, cabling and other network infrastructure, including DHCP, Radius and IP configurations.at stations and commands	ICT Operational Systems Manager
8. Install data sockets, racks and associated equipment safely and neatly according to ICT department or Service standards.	ICT Operational Systems Manager
9. PC, Laptop, Tablets, Mobile, VOIP telephone, MFD, printer and other devices setup, configuration and maintenance	ICT Operational Systems Manager
10. Providing and delivering training to end users in the stations and commands as required	ICT Operational Systems Manager/ICT Training Officer
11. Provide guidance and help to support the station ICT procedures including use of Office 365 and Password policies	ICT Operational Systems Manager
12. Assist with support and troubleshooting of the station-end mobilising equipment	ICT Operational Systems Manager
13. Test and replace battery backup systems on stations and commands to ensure they are working properly.	ICT Operational Systems Manager
14. Configuring, maintaining and delivering new and replacement callout alerting devices and systems, including associated training which may be required.	ICT Operational Systems Manager
15. Assist with support and troubleshooting of the MDT hardware and software	ICT Operational Systems Manager

16. Assist with support and troubleshooting of the station radio communication systems	ICT Operational Systems Manager
17. Assist with support and troubleshooting of the ICT software and hardware on the Incident Control Vehicle	ICT Operational Systems Manager
18. Assist with support and troubleshooting of communication links to the Joint Fire Control centre	ICT Operational Systems Manager
19. Assist with support and troubleshooting of Airwave and ESN communication devices and channels	ICT Operational Systems Manager
20. Helping to deliver new projects from the development team to the operational staff	ICT Operational Systems Manager
21. Assist with partner agencies where they require a technical connection to our service infrastructure.	ICT Operational Systems Manager
22. Utilise image and software deployment tools to rollout new features, software or patches to PCs utilised by Operational Personnel	ICT Operational Systems Manager
23. Ensure any work areas, work vans or stores are kept tidy, well managed and cleared of rubbish	ICT Operational Systems Manager
24. Provide first-line remote and in-person IT support to Operational Personnel	ICT Operational Systems Manager
25. Deliver, support, troubleshoot and maintain critical communication systems across the operational estate, to ensure that the role of the firefighter and co-responders is not compromised and risk critical functions can be performed	ICT Operational Systems Manager
26. With appropriate training deinstall, install and support vehicle secure and critical communications equipment on response vehicles and appliances	ICT Operational Systems Manager

Solutions Team Specifics

1. Solving business problems with ICT solutions	ICT Solutions Manager
2. Careful researching and documenting of available options for solutions	ICT Project Manager
3. Make good decisions about the practicality and cost of potential solutions and be able to justify your reasons	ICT Project Manager
4. Evaluating new products using a robust evaluation procedure	ICT Project Manager
5. Creating best practice guides for supporting the rollout of new software and systems	ICT Project Manager
6. Assisting with training and delivery of new systems and software	ICT Project Manager/ICT Training Officer
7. Ensuring new systems and software is evaluated in a 'Procurement Compliant' manner – including aspects of GDPR, EIA, Purchasing etc	ICT Project Manager
8. Provide first-line remote and in-person IT support for new systems and software during rollout	ICT Project Manager
9. Liaise with users within the service to ascertain technical requirements, research and evaluate potential solutions and develop reports outlining technical alternatives and recommendations.	ICT Solutions Manager

Security Team Specifics

1. Support the Security Manager to rollout new security procedures	ICT Security Manager
2. Proactively review security issues and come up with recommendations	ICT Security Manager
3. Install new security features, patches and updates on servers. Desktops, laptop and mobiles to ensure a secure service	ICT Security Manager
4. Help with the rollout of new security policies or the compliance with security standards	ICT Security Manager
5. Ensure testing and documentation for business continuity and disaster recovery procedures	ICT Security Manager
6. Keep up to date with the latest security issues that may affect the Service.	ICT Security Manager

7. Help to review and update the Service ISPD and Business Continuity plans	ICT Security Manager
8. Regularly view and monitor security and compliance tools, including those provided through Office 365, the AV reports and Intrusion Detection Systems	ICT Security Manager

General Responsibilities

1. Help to ensure that the SLA for department is monitored and adhered to where practical for your role	Team Manager
2. To attend technical training and system familiarisation courses as and when required (including with require overnight stays)	Team Manager
3. Represent the ICT department in meetings, working groups and similar as required by your team leader or Head of ICT	Team Manager
4. Ensure all areas of the office, workshop and storage areas are kept clean and tidy, all stock is correctly labelled and, where appropriate, disposed of quickly through service policies.	Team Manager
5. Ensure staff are compliant with the ISPD and that all work carried out is done with respect to the policy and other Service policies such as Data Processing policies	Head of ICT
6. To comply with health and safety guidelines and all other Service employment related policies	Head of ICT
7. To undertake any other duties as directed by your line manager or Head of ICT commensurate with wider departmental responsibilities	Team Manage/Head of ICT
8. Ensure any ICT requests for support are logged to the ICT helpdesk.	Team Manager
9. To help develop, disseminate and promote IT related good practices throughout the organisation including those relating to software security and licensing	Team Manager
10. Have a full driving licence. Be able to drive at all times in a safe and secure manner.	Team Manager
11. Helping to ensure the current Service objectives are delivered and reported on	Head of ICT
12. Help with any Audits of the department, systems or Software as required.	Head of ICT
13. Complete regular self-directed learning as required for your role or as directed by the Head of Department to ensure you have continuous personal development	Head of ICT

Person Specification

TITLE OF POST:	ICT Technician
LOCATION:	Service Headquarters, Carmarthenshire
GRADE:	Grade 6
DEPARTMENT:	ICT Department

QUALIFICATIONS/VOCATIONAL TRAINING/ COMPETENCES

	ESSENTIAL	DESIRABLE	ASSESSMENT
1. 5 GCSE's Grade C or above (to include English, and Mathematics) or equivalent	✔		Application form
2. A levels (or equivalent) and/or Degree in an ICT subject		✔	Application form
3. Full Driving Licence	✔		Application form

KNOWLEDGE

	ESSENTIAL	DESIRABLE	ASSESSMENT
4. Good knowledge and understanding of setting up computer hardware, systems peripherals, and networks in a SME sized organisation.	✔		Application form and interview
5. Good knowledge of the installation procedures and configuration of software packages.	✔		Application form and interview
6. Reasonable knowledge of network configuration, IPv4 addressing and routing	✔		Application form and interview
7. Good knowledge of general ICT terminology, new technology, network devices and enterprise systems	✔		Application form and interview
8. Good knowledge of ICT network, system, and data security	✔		Application form and interview
9. Ability to use general office software such as Word and Excel to an experienced level	✔		Application form

EXPERIENCE

		ESSENTIAL	DESIRABLE	ASSESSMENT
10.	3+ years of providing 'hands on' ICT support and configuration in an SME sized organisation (50+ computer users).	✔		Application form and interview
11.	Experience of IT related duties, including the configuration and commissioning of PC Hardware.	✔		Application form and interview
12.	Experience of setting up and installing software and associated peripherals	✔		Application form and interview
13.	Good experience with end user support and managing your own helpdesk tickets	✔		Application form and interview
14.	Demonstrate ability to research products and services and evaluate suitability		✔	Application form and interview
15.	Ability to document solutions and write reports		✔	Application form and interview
16.	Ability to test software and systems to a set framework and detail results accurately		✔	Application form and interview
17.	Able to troubleshoot hardware, software and networking issues effectively	✔		Application form and interview

JOB RELATED / PERSONAL SKILLS

		ESSENTIAL	DESIRABLE	ASSESSMENT
18.	Ability to work in a busy environment to tight deadlines	✔		Interview
19.	Ability to work as part of a team	✔		Interview
20.	Ability to work on own initiative, sometimes alone, away from the office environment	✔		Interview

21. Enthusiastic and committed approach to providing a quality service	✔		Interview
22. Ability to learn quickly, think logically and understand technical concepts	✔		Interview
23. Be able to work with flexible hours with some evening work and sometimes requiring periods away from home over the course of a few nights [This would be infrequent, most work will be done from HQ in Carmarthen]	✔		Interview

COMMUNICATION SKILLS

9. English verbal and written skills	✔		Application form and interview
10. Welsh verbal and written skills		✔	Application form
11. Ability to communicate technical subjects well and with accuracy	✔		Application form and interview

In line with the Service's Recruitment and Selection procedure, a standard disclosure is required as a minimum for all roles.

Certain roles will be subject to increased levels of DBS check, dependent on the duties and responsibilities of the role, and as designated by the relevant Head of Command or Department.

Where a requirement for a higher level of DBS check has been identified the level and justification for this is specified below:

LEVEL: Standard

JUSTIFICATION: ....

How to Apply

Closing Date: 15 May 2025

The information provided on the application form is key information that will be used in the short listing process. It is therefore important that the guidance notes below are followed when completing the application form. This will ensure all the relevant information is available to make a decision on whether you will be short listed for interview. Short listing will involve assessment of the details provided on the application form against the criteria outlined in the Person Specification provided.

Applications will be accepted in other formats where an applicant has difficulty completing the standard form as a result of disability.

What happens after you've sent in your application?

Once we've received your application, we will separate the equal opportunities monitoring form which will not form part of the selection process and will send the application form only to the shortlisting department. We will send an acknowledgement of receipt to all applicants.

Your application will then be assessed against the criteria (in a person specification) and the shortlisting panel will decide whether it can be shortlisted.

If you are not shortlisted for interview, you will be advised in writing, usually within six weeks of the closing date. If you have not heard from us by then, please contact us.

If you are shortlisted for interview, you will receive an email from us usually within 2-3 weeks of the closing date, advising the date, time and location of the interview. The email will also include details of assessment testing which is to be carried out and will continue the documentation which you are required to bring with you, if applicable to the role.

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