



Gwasanaeth Tân ac Achub  
Canolbarth a Gorllewin Cymru

Mid and West Wales  
Fire and Rescue Service

**Technoleg Gwybodaeth a Chyfathrebu**  
Information and Communications Technology

## **JOB DESCRIPTION**

TITLE OF POST:	ICT Operational Support Officer
RANK / ROLE:	Grade
POST REFERENCE	
LOCATION:	ICT Department, Service Head Quarters, Carmarthenshire
RESPONSIBLE TO:	ICT Operational Systems Manager
MAIN PURPOSE OF ROLE:	
DATE OF REVIEW:	May 2022
REVIEWED BY:	Dafydd Lawrence – Head of ICT

## Role Specific Responsibilities

Schedule of Responsibilities	Responsible to
Providing ICT Support, resolution or escalation for issues assigned to you from the helpdesk	ICT Operational Systems Manager
Providing ICT Support, resolution or escalation for issues on the helpdesk where necessary or when other members are unavailable	ICT Operational Systems Manager
Keep the helpdesk up to date with updates, timescales or re-assignment as required to ensure the end user is fully informed	ICT Operational Systems Manager
Recognise ICT solutions for Service issues and escalate them to the relevant team	ICT Operational Systems Manager
Keep the ICT inventory system up to date with all new, changed and remove items and ensure adequate stock is maintained	ICT Operational Systems Manager
Oversee, assist and liaise with external contractors	ICT Operational Systems Manager
Liaise with external suppliers as required including purchasing, deliveries and warranty issues	ICT Operational Systems Manager
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.	ICT Operational Systems Manager

Schedule of Responsibilities	Responsible to
Undertake/assist with ICT Department EOY Financial stocktake	ICT Operational Systems Manager
To lead and assist project work when required across all teams	ICT Operational Systems Manager
Support ICT project planning and coordination	ICT Operational Systems Manager
Assist the ICT Operational Systems Manager with requests relating to the Joint Fire Control Centre	ICT Operational Systems Manager
Visiting the Commands on a regular basis, if required, as determined by the ICT Operational Systems Manager or Head of ICT to provide pro-active support and advice	ICT Operational Systems Manager
Providing ICT Support, primarily for the stations, commands, Joint Fire Control, Earlswood and operational systems at HQ	ICT Operational Systems Manager
Visiting stations to perform ICT maintenance, installations and configurations as required	ICT Operational Systems Manager
Overseeing and assisting the ICT Technicians assigned to the Operational Systems Team in implementing, configuring and maintaining ICT hardware, infrastructure and software	ICT Operational Systems Manager
Planning the rollout of ICT projects as directed by the ICT Operational Systems Manager and forecasting resource requirements as necessary	ICT Operational Systems Manager

Schedule of Responsibilities	Responsible to
Install sockets, racks and associated equipment safely and neatly according to ICT department or Service standards.	ICT Operational Systems Manager
PC, Laptop, Tablets, Mobile, VOIP telephone, MFD, printer and other devices planning, setup, configuration and maintenance	ICT Operational Systems Manager
Providing and delivering training to end users in the stations and commands as required	ICT Operational Systems Manager/ICT Training Officer
Provide guidance and help to support the station ICT procedures including use of Office 365 and Password policies	ICT Operational Systems Manager
Regularly test, troubleshoot and rectify issues with station end mobilising equipment or the bearers feeding it	ICT Operational Systems Manager
Ensure any battery backup systems are maintained, tested and regularly replaced to ensure they are properly working	ICT Operational Systems Manager
Configuring, maintaining and delivering new and replacement callout alerting devices and systems, including associated training which may be required	ICT Operational Systems Manager
Support, configuration and maintenance of the MDT hardware and software, including gazetteer and map updates	ICT Operational Systems Manager
Ordering and updating of mapping based products used across the Service.	ICT Operational Systems Manager

Schedule of Responsibilities	Responsible to
Support, configuration and maintenance of the station radio communication systems	ICT Operational Systems Manager
Support, configuration and maintenance of communication links to the Joint Fire Control centre	ICT Operational Systems Manager
Support, configuration and maintenance of Airwave and ESN communication devices and channels	ICT Operational Systems Manager
Organise the installation, deinstallation, documentation and supplies require for communication device and infrastructure on Service vehicles	ICT Operational Systems Manager
Helping to deliver new projects from the development team to the operational staff	ICT Operational Systems Manager
Assist with partner agencies where they require a technical connection to our service infrastructure	ICT Operational Systems Manager
Provide advice and experience with technical aspects of end-to-end delivery of comms relating to call outs	ICT Operational Systems Manager
Supporting and procuring deinstalls and reinstalls of critical communication equipment on Service vehicles	ICT Operational Systems Manager
Provide first-line remote and in-person IT support to Operational Personnel	ICT Operational Systems Manager

Schedule of Responsibilities	Responsible to
Represent the department in key working groups including multiple levels at our shared multi agency 99 control room (JPSC) and in key technology vendors user forums (E.G. Airwave, Airbus etc)	ICT Operational Systems Manager
Be the key point of contact for JPSC technical issues including mobilisation issues	ICT Operational Systems Manager
Produce and consult on key technical solutions and network architecture in the JPSC	ICT Operational Systems Manager
Support, configure and maintain the MDT system, including servers and architecture	ICT Operational Systems Manager
Provide out of hours on-call cover if required	ICT Operational Systems Manager

### General Responsibilities

Schedule of Responsibilities	Responsible to
Help to ensure that the SLA for the department is monitored and adhered to where practical for your role	ICT Operational Systems Manager
To attend technical training and system familiarisation courses as and when required (including the requirement for overnight stays)	ICT Operational Systems Manager
Represent the ICT department in meetings, working groups and similar as required by your team leader or Head of ICT	ICT Operational Systems Manager

Schedule of Responsibilities	Responsible to
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	ICT Operational Systems Manager
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
To comply with health and safety guidelines and all other Service employment related policies	Head of ICT
To undertake any other duties as directed by your line manager or Head of ICT commensurate with wider departmental responsibilities	ICT Operational Systems Manager/Head of ICT
Ensure any ICT requests for support are logged to the ICT helpdesk.	ICT Operational Systems Manager
To help develop, disseminate and promote IT related good practices throughout the organisation including those relating to software security and licensing	ICT Operational Systems Manager
Have a full driving licence. Be able to drive at all times in a safe and secure manner	ICT Operational Systems Manager
Helping to ensure the current Service objectives are delivered and reported upon	Head of ICT
Help with any Audits of the department, systems or Software as required	Head of ICT

Schedule of Responsibilities	Responsible to
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

- ❖ The responsibility for administering the contents of this job description lies with the post-holder.
- ❖ The post-holder should continually check this job description and any responsibility not included and any proposed variations should be the subject of discussion with the Line-Manager.
- ❖ Where difficulties arise that cannot be resolved by the Line-Manager reference may be made to the Head of Department who will consult with parties as necessary.