



Gwasanaeth Tân ac Achub
Canolbarth a Gorllewin Cymru

Mid and West Wales
Fire and Rescue Service

JOB APPLICATION PACK

www.mawwfire.gov.uk



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 employ 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

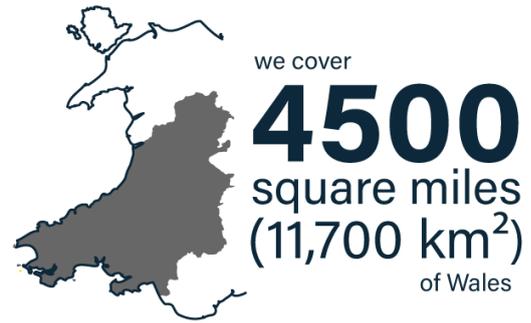
Candidates will be assessed against these behaviours throughout the recruitment process.

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



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:



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council



Cyngor Sir Gâr
Carmarthenshire
County Council



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.





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: £38,626 - £40,476

ABOUT THIS JOB

About this Job

Working within the Business Systems team, this role provides an essential function for the Service, ensuring the main network infrastructure is running efficiently, effectively and securely.

This role is a combination of hands-on technical engineering, network management and critical response. As well as looking after the network the role will also have oversight of the System Administrator tasks to ensure a level of redundancy and cover within the team.

This role will focus heavily on security and cyber resilience while ensuring business continuity through hardware redundancy.

The Person

This role will suit an individual with many years of experience in delivery networking strategies and recommending, commissioning and maintaining network hardware, who enjoys and is effective at solving technical issues and creating technical solutions. The individual must be able to work under their own steam, as well as part of the wider ICT department and be happy sharing the workload with external companies, who may be utilized for larger projects.

The ability to work multi-vendor with a strong background in Cisco switchgear and good knowledge of WiFi, routing, firewalls and VLAN architecture are a minimum.



Job Description

TITLE OF POST:	ICT Network Administrator
RANK/ROLE:	Grade 9
POST REFERENCE:	
LOCATION:	ICT Department, Service Headquarters, Carmarthen
RESPONSIBLE TO:	Deputy Head (Business Systems Team Manager)
MAIN PURPOSE OF JOB:	<p>The main purpose of the ICT Network Administrator is to ensure that the network infrastructure is effective, fit for purpose, follows best practices and is properly documented.</p>



SCHEDULE OF RESPONSIBILITIES

RESPONSIBLE TO

1. Help to ensure that the SLA for the 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 required 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 Manager/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. Ensure that all procurement is carried out in a manner that follows the Service procurement policy.	Head of ICT
14. 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
15. Ensure the effectiveness of the ICT network infrastructure across the service including IP Schemas, network infrastructure design, VLANs, QoS, VOIP, video conferencing , routing, Radius, DHCP and similar services	ICT Manager
16. Manage and maintain network devices such as Switches, Routers, Firewalls and other network infrastructure devices are properly configured and working properly	ICT Manager
17. Ensure Data Rooms are well organised, clearly labelled, effectively managed and kept tidy and secure	ICT Manager
18. Ensure effective and efficient routing of data through our network across the Service area and externally to other Parties and to the Internet	ICT Manager
19. Ensure networks are adequately monitored for alerts and faults and rectify these quickly	ICT Manager



20. Ensure all network configuration is done in a secure manner following current best practice commensurate with this type of organisation	ICT Manager/ICT Security and Compliance Manager
21. Ensure all security patches and updates are deployed promptly	ICT Manager/ICT Security and Compliance Manager
22. Regularly review the network infrastructure to determine any issues or insecurities and liaise with the ICT security and Compliance manager with regards to the findings	ICT Manager/ICT Security and Compliance Manager
23. Recommend significant changes or improvements that should be made to the Network Infrastructure with detailed reasoning, costs and appropriate risk analysis.	ICT Manager/Head of ICT
24. Maintain, setup and configure the company firewalls with a security conscious approach	ICT Manager
25. Ensure evaluation of new hardware or technologies is done to a robust procedure and in a timely manner	ICT Manager
26. Keep network documentation up to date with clear detailed plans and diagrams of the whole network infrastructure, accessible to the team	ICT Manager
27. Ensure effective change management procedures are carried out at all times, where practical	ICT Manager
28. Ensure that configurations are regularly backed up and provided in a team accessible area, including documentation to allow successful recovery.	ICT Manager
29. Keep up to date with relevant training for Service equipment and implement and share knowledge gained from that training	ICT Manager



30. Work closely with the ICT System Administrator to ensure Active Directory, Radius and secure logins are used where possible	ICT Manager
31. Work with the desktop support technician or other technicians as appropriate to provide them the tools to enhance end user network access and availability.	ICT Manager
32. Ensure network access systems are secure and operational, including GovRoam	ICT Manager
33. Keep up to date with the ICT System Administrator functions to stand in as required	ICT Manager
34. Ensure remote access solutions are effective, secure and fit for purpose to allow login to systems from remote users	ICT Manager
35. Ensure that VOIP and Video Conferencing works reliably across the service network	ICT Manager
36. Work with the ICT Operational Support Team to ensure effective and reliable WiFi across the Service area	ICT Manager
37. Ensure that there is reliable business continuity for the Switched network and Routing across the organisation	ICT Manager
38. Configure and maintain site-to-site VPNs for the organisation	ICT Manager
39. Work with third party infrastructure and communication providers, including cabling providers to specify, order and manage delivery of products and services	ICT Manager



40. Plan and manage new cable installs where required in conjunction with departmental staff	ICT Manager
41. Work with other teams and departments on initiatives that will require new or improved network access.	ICT Manager
42. Provide support during ICT critical incidents at any time, including liaising with external supplier providing critical support	ICT Manager/Head of ICT



MID AND WEST WALES FIRE AND RESCUE SERVICE

PERSON SPECIFICATION

POST TITLE	ICT Network Administrator
LOCATION	Service Headquarters, Carmarthen
POST NUMBER	
GRADE	9
DEPARTMENT	ICT
DBS CHECK	Standard

Please ensure you address each of the following requirements in your Application Form as they will be used for shortlisting purposes. You should provide clear evidence that demonstrates you meet each area based on your skills, knowledge, experience and abilities relevant to the post.

Factor	Evidence	Essential/ Desirable	Assessment Method
Qualifications	Industry training as a CCNA or similar Recognised industry Networking Qualifications A levels and/or Degree in an ICT subject Full Driving Licence	Essential* Desirable Desirable Essential*	Application form and Certificates
Knowledge	Excellent knowledge of Networking hardware including Routers, Layer 2 & 3 Switches, Firewalls, Gateways, Access Points and advanced configuration. Excellent knowledge of infrastructure cabling, including specifications, standards. Excellent knowledge of Wireless networks, including protocols, terminology, limitations and functionality Good knowledge of installing, configuring, maintaining and supporting Cisco Switches Good knowledge of installing, configuring, maintaining and supporting devices from other manufacturers	Essential* Essential* Essential* Essential* Desirable	Application form and Interview



<p>Knowledge</p>	<p>Excellent knowledge of network security and configuring and maintaining a secure network</p> <p>Good knowledge of configuring network UTM firewalls with good understanding of features, functions, policies and rules.</p> <p>Knowledge of intrusion detection systems and how to configure them effectively.</p> <p>Excellent knowledge of VLANs and configuring effectively</p> <p>Good knowledge of Active Directory and Microsoft 365 administration</p> <p>Good knowledge of access control system such as Radius, 802.1x</p> <p>Good knowledge of creating resilient networks for redundancy</p> <p>Good knowledge of inter-site communications using semi-private circuits and VRFs</p> <p>Knowledge of the Wales PSBA architecture</p> <p>Knowledge of iSCSI, LUNs and other SAN terminology</p> <p>Good knowledge of VOIP and SIP including configuring and troubleshooting issues.</p>	<p>Essential*</p> <p>Essential*</p> <p>Desirable</p> <p>Essential*</p> <p>Desirable</p> <p>Desirable</p> <p>Essential*</p> <p>Essential*</p> <p>Desirable</p> <p>Desirable</p> <p>Essential*</p>	<p>Application Form and Interview</p>
<p>Experience</p>	<p>At least 5 years' experience configuring network hardware in a workplace</p> <p>At least 3 years in a role with primary responsibility for networking hardware and network traffic</p> <p>Good experience with specifying and creating business cases for network infrastructure projects</p> <p>Experience in creating comprehensive network diagrams and documentation</p> <p>Experience in troubleshooting network issues utilising a range of tools</p> <p>Experience in specifying, configuring and installing the infrastructure for a new site</p> <p>Ability to evaluate value for money effectively both with capital outlay and lifetime ROI</p>	<p>Essential*</p> <p>Essential*</p> <p>Essential*</p> <p>Essential*</p> <p>Essential*</p> <p>Essential*</p> <p>Essential*</p>	<p>Application form and Interview</p>



Job Related / Personal Skills	Ability to work to tight deadlines, in a busy environment, managing different priorities effectively	Essential*	Interview
	Ability to work as part of a team	Essential*	
	Enthusiastic and committed approach to providing a quality service	Essential*	
Communication	English verbal and written skills	Essential*	Application form and Interview
	Welsh verbal and written skills	Desirable	
	Ability to communicate technical subjects well and with accuracy	Essential*	
	Great communication to management and staff ensuring that you create effective communication channels	Essential*	

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 DBS

JUSTIFICATION:

Prepared by : Head of ICT

Date Prepared: December 2023



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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