



Gwasanaeth Tân ac Achub  
Canolbarth a Gorllewin Cymru

Mid and West Wales  
Fire and Rescue Service

# JOB APPLICATION PACK

[www.mawwfire.gov.uk](http://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 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



Leadership and Management:  
Governance, decision making  
and continuous improvement



Financial  
Resilience



Corporate Social  
Responsibility

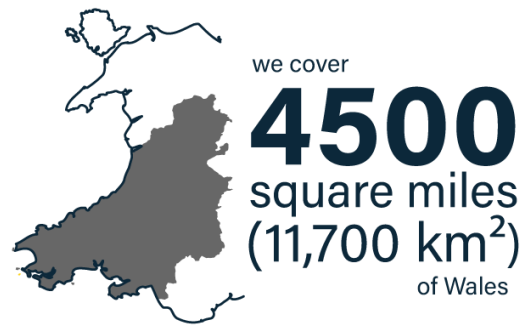


Digital and Information  
Communications  
Technologies Strategy



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



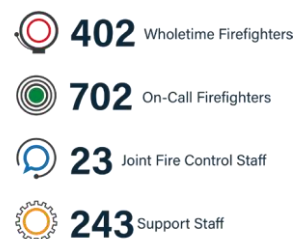
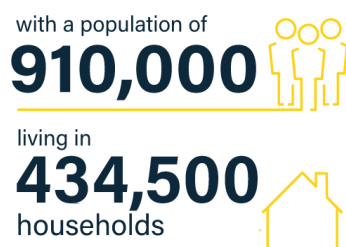
**Powys**

The Service makes up almost two-thirds of Wales, covering a predominantly rural area of 11,700 km<sup>2</sup> (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

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## **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 Description

Salary: £38,626 - £40,476

<b>TITLE OF POST:</b>	ICT System Administrator
<b>RANK/ROLE:</b>	Grade 9
<b>POST REFERENCE:</b>	
<b>LOCATION:</b>	ICT Department, Service Head Quarters, Carmarthenshire
<b>RESPONSIBLE TO:</b>	ICT Manager
<b>MAIN PURPOSE OF JOB:</b>	Ensuring that the ICT Systems and Servers are secure, well configured, maintained and documented.



## SCHEDULE OF RESPONSIBILITIES

## RESPONSIBLE TO

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 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 systems infrastructure across the service.	ICT Manager
16. Ensure that systems, servers and the software that runs on them is properly configured and providing 24/7 availability.	ICT Manager
17. Ensure that the systems and servers are fit for purpose, value for money, whilst also planning for future scalability and are correctly utilised for the task they are required to perform.	ICT Manager
18. Ensure Data Rooms are well organised, clearly labelled, effectively managed and kept tidy.	ICT Manager
19. Provide advice on systems and server software to the ICT team and the wider organisation.	ICT Manager
20. Have global administrator responsibility for cloud systems such as Microsoft 365 and Azure ensuring that they are secure, properly configured and available to those staff that require access.	ICT Manager
21. Ensure systems are adequately monitored for alerts and faults and rectify these quickly.	ICT Manager



22. Maximise the ease of use of systems while remaining secure, e.g. Single Sign On	ICT Manager
23. Ensure all system configuration is done in a secure manner.	ICT Manager/ICT Security and Compliance Manager
24. Responsibility for all security patches and updates (including anti-virus), ensuring they are deployed promptly and automatically and ensuring testing is carried out prior to wider rollout.	ICT Manager/ICT Security and Compliance Manager
25. Regularly review the ICT systems 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
26. Recommend significant changes or improvements that should be made to the Systems hardware and Software with detailed reasoning, costs and appropriate risk analysis.	ICT Manager/Head of ICT
27. Ensure evaluation of new hardware or technologies is done to a robust procedure and in a timely manner.	ICT Manager
28. Keep system documentation up to date with clear detail plans and diagrams the whole infrastructure, accessible to the team.	ICT Manager
29. Ensure effective change management procedures are carried out at all times, where practical.	ICT Manager
30. Ensure that configurations are regularly backed up and provided in a team accessible area, including documentation to allow successful recovery.	ICT Manager
31. Keep up to date with relevant training for Service equipment and implement and share knowledge gained from that training.	ICT Manager
32. Utilise tools such as active directory and Group Policies to ensure that they are set up effectively and provide useful automation for security and software set up tasks.	ICT Manager
33. Work with the desktop support technician or other technicians as appropriate to provide them the tools to enhance end user device set up configuration and troubleshooting.	ICT Manager
34. Ensure remote access solutions are effective, secure and fit for purpose to deliver applications and server access to remote users.	ICT Manager



35. Keep up to date with the ICT Network Administrator functions to stand in as required.	ICT Manager
36. Provide feedback to the Network Administrator on the requirements or recommendations to enhance the effectiveness of connectivity to systems.	ICT Manager
37. Ensure that VOIP and Video Conferencing systems works reliably in conjunction with the Network Administrator.	ICT Manager
38. Create and manage Hyper-V and Azure virtual machines utilising the appropriate management tools with due regard to the required system resources with cognisance to the costs that may be incurred.	ICT Manager
39. Provide in-depth analysis of the functional behaviour of virtual systems, including ensuring that they are properly specked, maintain high availability, are adequately sized based upon industry best practices.	ICT Manager
40. Have robust automation for resilience of Virtual and Physical systems in the absence of a member of staff.	ICT Manager
41. Be able to troubleshoot and repair common server hardware problems or perform upgrades.	ICT Manager
42. Ensure that new starters, leavers and role changes are set up and given the correct access to systems at all times.	ICT Manager
43. Manage and configure the e-mail systems ensuring reliable delivery and security of the organisational emails.	ICT Manager
44. Set up, configure, maintain, cluster, consolidate and optimise SQL and other similar databases as well as providing expert opinion on their suitability.	ICT Manager
45. Provide suitable mitigation against malware including ransomware.	ICT Manager/ICT Security and Compliance Manager
46. Provide effective encryption for systems as required.	ICT Manager
47. Ensure compliance with software licensing requirements.	ICT Manager



48. Provide support during ICT critical incidents at any time, including liaising with external suppliers providing critical support.	ICT Manager/Head of ICT
49. Ensure scripting and automation is used effectively to reduce workloads.	ICT Manager
50. Effectively plan upgrades and new server and cloud systems to minimise disruption to end users.	ICT Manager
51. Ensure effective and safe decommissioning of systems.	ICT Manager
52. To be responsible for the configuration, management and maintenance of the Service's on-premises data centre and SAN storage monitoring for anomalies and errors also planning and undertaking Software and hardware upgrades whilst also ensuring 24/7 availability.	ICT Manager
53. Responsible for configuring and maintaining the Service access control systems when delegated to ICT.	ICT Manager
54. Responsible for System backups, the backup strategy, ensuring they are fit for purpose, tested and documented well as required elements of business continuity and disaster recovery.	ICT Manager/ICT Security and Compliance Manager
55. Setup and maintenance of servers hosting network services, such as DNS and DHCP.	ICT Manager
53. Procuring, configuring and issuing of system security certificates.	ICT Manager
57. Liaise and oversee work of external contractors and other third parties who provide services relating to the Organisation's systems.	ICT Manager





# Person Specification

<b>TITLE OF POST:</b>	ICT System Administrator (Sysadmin)
<b>LOCATION:</b>	Service Headquarters, Carmarthen
<b>GRADE:</b>	Grade 9
<b>DEPARTMENT:</b>	ICT Department

## QUALIFICATIONS/VOCATIONAL TRAINING/ COMPETENCES

	ESSENTIAL	DESIRABLE	ASSESSMENT
1. ICT Industry recognised qualifications	✓		Application form and Certificates
2. Recognised industry Project Management Qualifications such as Prince II and Agile	✓		Application form and Certificates
3. A levels (or equivalent) and/or Degree in an ICT subject	✓		Application form and Certificates
4. Full Driving License	✓		Application form

## KNOWLEDGE

5. Great understanding of technical terms, ICT hardware and software and contemporary ICT best practices.	✓		Application form and interview
6. Great knowledge and hands-on technical administration and commissioning of Windows Servers (Physical and Virtual – Hyper-V), Enterprise Software, SQL DBA and Cloud/SaaS/IaaS systems	✓		Application form and interview
7. Good technical understanding Networking, Infrastructure, Network design, Networking devices	✓		Application form and interview
8. Great knowledge of cyber-security, including best practices, effective secure configurations, contemporary security risks and aligning to secure frameworks or standards	✓		Application form and interview
9. Great knowledge of Disaster Recovery, Business Continuity, Risk Management, Resiliency and Redundancy	✓		Application form and interview



## EXPERIENCE

**ESSENTIAL**  
**DESIRABLE**  
**ASSESSMENT**

10. Minimum of 5 years in an ICT role	✓		Application form
11. At least 3 years experience as administering servers and software (Physical and virtual including On Premise and the Cloud)	✓		Application form
12. Delivery of one or more significant ICT projects where you had responsibility for the outcome		✓	Application form and interview
13. Experience of using your own ICT ideas to enact organisational change	✓		Application form and interview
14. Working, hands-on with configuration of Microsoft systems, including all areas of Microsoft 365 Administration and Azure.	✓		Application form and interview

## COMMUNICATION SKILLS

15. English verbal and written skills	✓		Application form and interview
16. Welsh verbal and written skills		✓	Application form
17. Effective communication to management, staff and suppliers especially for ICT Technical terms	✓		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: 31 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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