Job/Position Description: First-Line ICT Technician
for Shropshire Fire and Rescue (IT Services)

General Requirements

Job/Position Description Description Profile	
Attribute	Description
Default Language	English
FTE count for this job/role	1.0
Creation Date	Dec 13, 2024
Version Number	2
Prepared By	
Job or Role	Job/Position Description
Job/Role Refence	SFRS_ICT_017
Seniority	Experienced Employee
Reporting to	Senior Engineer and Team Leader
Employment Status	Permanent Full-time
Department or Function	ICT
Location	Headquarters, Shrewsbury
Purpose and Scope	- To provide first and second line helpdesk support to users and to carry out routine monitoring and maintenance of all systems and hardware within the **Brigade's ICT infrastructure** - To follow procedures for managing all assets, including information, securely and in accordance with the ICT Security policy framework for best practice
Key Accountabilities	First line user support - To provide first line technical support maintaining a high degree of customer service and being proactive when dealing with user issues - To support users remotely via email, telephone and remote access - To maintain a log of all call details on the call logging system of ticket ownership and progression and follow the relevant procedures for user requests. - To escalate more complex calls or major issues to the relevant ICT team member. - To support users in the use of ICT by providing appropriate levels of training and advice. Analysis and release of suspicious and phishing emails - Management or users and security groups through Active Directory and Office 365, including:Managing user mailboxes through Microsoft Exchange, including: - Creating and assigning to new users. - Modifying mailbox permissions and settings as required. - Archiving or preserving mailboxes where requested. - Configuring, supporting and managing aspects of the Command and Control (C&C) System, including: - Deploying new MDTs Deploying new C&C Clients. Other support - Creating and maintaining users support articles based on ticket trends. - To carry out routine checks for monitoring of system and service alarms escalating any issues to the relevant ICT team member - Pre-build PCs and other ICT equipment to standard configurations. - Carry out in-house system testing in accordance with procedures. - To maintain hardware and software inventories undertaking routine audit checks - To assist with the monitoring and management of stock - To ensure that users comply with the acceptable use policy and escalate any problems to the relevant ICT team member - 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.
	- To support the organisation in delivery of the Fire and Rescue National Framework, particularly in respect of requirements applicable to intra/interoperability with Category 1 and 2 Responders (as defined in the Civil Contingencies Act)
	- Creating and maintaining internal documentation of various systems, procedures, problems, and solutions.
	- To assist and support Project Managers with project work including providing technical assistance and testing and deployment of all requirements in relation to IT Systems.
	o Informing relevant personnel of missing and un-used equipment
	o Creating and distributing reports to relevant stakeholders
	- Service Desk Software
	o Managing vendors and product lists.
	o Analysing, creating, and distributing reports on assets, tickets, and users.
	• Print Management Solution
	• Door Access
	Provide on-call duty as required
	- Be available and carry out standby duties out of hours on rota basis.
	- Assess telephone reports and determine actions required.
	- Attend defects and carry out repairs.
Key Processes	
Education Requirements	
Qualification Requirements	Essential
	- Level 2 standard of education (e.g. GCSE) or equivalent experience
	- Holds a relevant professional qualification e.g. ITIL Foundation in IT Service
Other Requirements	Knowledge and Skills
	- The post is one requiring analytical, problem solving or creative skills.
	- The post holder must be able to work on his/her own initiative.
	- The post holder must be able to provide solutions.
	Demands
	- The post holder will be expected to make routine decisions based on broad instructions from the line manager in support of the user.
	- The post 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 post holder must have an understanding of the hardware and software systems used in-house. Ability to identify the configuration issues involved when
	resolving problems.
	Responsibilities
	- The postholder has no supervisory or financial responsibilities.
	Knowledge and Experience
	Essential
	- Possesses a good knowledge of ICT and knowledge of several generic desktop
	software tools.
	- Experience of undertaking work which requires the application of fundamental
	principles in a wide and often unpredictable range of contexts.
	- Experience to install and configure small applications.
	- Experience to repair and maintain PC's.
	- Ability to train others in technical matters, individually or in groups.
	- Proven background in PC help desk support role.
	Desirable
	- Knowledge of virtual servers and desktops
	- Knowledge of digital communications
	- Experience of working in a busy ITIL framework environment
	Skills & Abilities

	Essential
	- Capable of keeping up to date with industry technologies to evaluate and recommend products for future implementation.
	- Excellent interpersonal skills, able to communicate effectively and professionally.
	- Excellent time management and planning and organisation skills.
	- Able to work independently and seek advice and guidance when needed.
	- Must have the ability to work in a logical and methodical manner, particularly when problem solving.
	- Demonstrates commitment to provide outstanding customer service
	Personal Qualities
	Essential
	- 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.
	- Willingness to develop self and others.
	- Honesty, reliability and confidentiality, as appropriate.
	- Confidential, professional and friendly manner.
	Special Factors
	Essential- To work outside normal hours if work required.
	- 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'.

Generic Attribute Requirements

SFIA has been used in this Job/Position Description in 2 ways:

To identify the level of responsibility required to perform this Job/Position Description. This is done by looking at 5 key generic attributes - Autonomy, Influence, Complexity, Business Skills and Knowledge.
To identify the skills and levels required or desirable to perform this Job/Position Description

SFIA provide 7-level structure for both the level of responsibility AND professional skills, with some guiding words that act as a brief indicator, as shown in the table.

7	set strategy, inspire, mobilise
6	initiate/influence
5	ensure/advise
4	enable
3	apply
2	assist
1	follow

Based on the answers provided the First-Line ICT Technician Job/Position Description has been assessed as requiring the following minimum generic levels of responsibility (LoR):

Generic LoR Name	Level Description	Guiding Words	No.
Autonomy	Works under general direction. Receives specific direction, accepts guidance and has work reviewed at agreed milestones. Uses discretion in identifying and responding to complex issues related to own assignments. Determines when issues should be escalated to a higher level. Plans and monitors own work (and that of others where applicable) competently within limited deadlines.	Apply	3
Influence	Interacts with and influences colleagues. May oversee others or make decisions which impact routine work assigned to individuals or stages of projects. Has working level contact with customers, suppliers and partners. Understands and collaborates on the analysis of user/customer needs and represents this in their work. Contributes fully to the work of teams by appreciating how own role relates to other roles.	Apply	3
Complexity	Performs a range of work, sometimes complex and non-routine, in a variety of environments. Applies a methodical approach to routine and moderately complex issue definition and resolution. Applies and contributes to creative thinking or finds new ways to complete tasks.	Apply	3
Business Skills	Demonstrates effective oral and written communication skills when engaging on issues with colleagues, users/customers, suppliers and partners. Understands and effectively applies appropriate methods, tools, applications and processes. Demonstrates judgement and a systematic approach to work. Effectively applies digital skills and explores these capabilities for their role. Learning and professional development — takes the initiative to develop own knowledge and skills by identifying and negotiating appropriate development opportunities. Security, privacy and ethics — demonstrates appropriate working practices and knowledge in non-routine work. Appreciates how own role and others support appropriate working practices.	Apply	3
Knowledge	Has sound generic, domain and specialist knowledge necessary to perform effectively in the organisation typically gained from recognised bodies of knowledge and organisational information. Has an appreciation of the wider business context. Demonstrates effective application and the ability to impart knowledge found in industry bodies of knowledge. Absorbs new information and applies it effectively.	Apply	3

Job/Position Description: **First-Line ICT Technician**
Professional Skill Requirements

SFIA8 describes 121 professional skills, each at several of the 7-levels. The skills below have been selected as most relevant for performance of the First-Line ICT Technician Job/Position Description. These are shown below, along with an indication of whether they are required or merely desirable.

LEGEND

R = The skill at this level is **Required**   **D** = The skill at this level is **Desired**

Job/Position Description SFIA Skills Profile

Category	Sub Category	Skill	Code	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7
Delivery and operation	Technology management	Application support	ASUP		R					
Delivery and operation	Technology management	IT infrastructure	ITOP	R	D					
Delivery and operation	Technology management	Network support	NTAS		R					
Delivery and operation	Technology management	Systems installation and removal	HSIN	R	R	D				
Delivery and operation	Technology management	Configuration management	CFMG		R					
Delivery and operation	Technology management	Release and deployment	RELM			R				
Delivery and operation	Service management	Incident management	USUP		R					
Delivery and operation	Service management	Problem management	PBMG			R				
Delivery and operation	Service management	Asset management	ASMG		R					
Delivery and operation	Security operations	Security operations	SCAD	R						
Relationship and engagement	Stakeholder management	Customer service support	CSMG	R	R					

Job/Position Description Skill Attributes (if any)

The table below contains a list of required Skill Attributes for this Job/Position Description as they relate to SFIA skills.

Skill	Code	Attributes
IT infrastructure	ITOP	MCP – Microsoft Certified Professional
IT infrastructure	ITOP	MCITP – Microsoft Certified IT Professional
Incident management	USUP	ITIL Foundation

Additional Framework Requirements (if any)

Category	Competency	Level	Description

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The level descriptions shown below are those identified as required or desirable for this Job/Position Description.

Application support (ASUP)
Overall description - Delivering management, technical and administrative services to support and maintain live applications.

Level	Level Description
2 (Required)	Assists with specified maintenance procedures. Assists in the investigation and resolution of issues relating to applications.

IT infrastructure (ITOP)
Overall description - Deploying, configuring and operating IT Infrastructure.

Level	Level Description
1 (Required)	Contributes, under supervision, to routine infrastructure operation. Gains understanding of infrastructure components and services by following the activities of experienced colleagues.
2 (Desirable)	Carries out routine operational procedures, including the execution of specified automation tools/scripts. Amends existing automation tasks under supervision to gain a basic understanding of the scripting language/automation tools. Contributes to maintenance and installation. Monitors and reports on infrastructure performance to enable service delivery. Resolves issues or refers to others for assistance.

Network support (NTAS)
Overall description - Providing maintenance and support services for communications networks.

Level	Level Description
2 (Required)	Contributes to the operational configuration of network components. Assists in the investigation and resolution of network problems. Assists with specified maintenance procedures.

Systems installation and removal (HSIN)
Overall description - Installing and testing, or decommissioning and removing, systems or system components.

Level	Level Description
1 (Required)	Follows agreed procedures to perform simple installations, replace consumable items and check the correct working of installations. Documents and reports on work done.
2 (Required)	Installs or removes system components using supplied installation instructions and tools. Conducts standard tests and contributes to investigations of problems and faults. Confirms the correct working of installations. Documents results in accordance with agreed procedures.
3 (Desirable)	Installs or removes hardware and/or software, using supplied installation instructions and tools, including handover to the client. Uses standard procedures and diagnostic tools to test installations, correct problems, and document results. Records details of all components that have been installed and removed. Assists users and follows agreed procedures for further help or escalation. Contributes to the development of installation procedures and standards.

Configuration management (CFMG)
Overall description - Planning, identifying, controlling, accounting for and auditing of configuration items (CIs) and their interrelationships.

Level	Level Description
2 (Required)	Applies tools, techniques and processes to administer, track, log, report on and correct configuration items, components and changes. Assists with audits to check the accuracy of the information and undertakes any necessary corrective action under direction.

Release and deployment (RELM)
Overall description - Applying the processes, systems and functions required to make new and changed services and features available for use.

Level	Level Description
3 (Required)	Uses approved tools and techniques for specific deployment activities. Administers the recording of activities, logging of results and documents technical activities undertaken.

Incident management (USUP)
Overall description - Coordinating responses to incident reports, minimising negative impacts and restoring service as quickly as possible.

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Level	Level Description
2 (Required)	Follows agreed procedures to identify, register and categorise incidents. Gathers information to enable incident resolution and allocates incidents as appropriate.

Problem management (PBMG)
Overall description - Managing the life cycle of all problems that have occurred or could occur in delivering a service.

Level	Level Description
3 (Required)	Investigates problems in systems, processes and services. Assists with the implementation of agreed remedies and preventative measures.

Asset management (ASMG)
Overall description - Managing the full life cycle of assets from acquisition, operation, maintenance to disposal.

Level	Level Description
2 (Required)	Uses agreed procedures to create and maintain an accurate register of assets. Performs activities related to the administration of assets. Produces routine reports to assist asset management activities and decision-making.

Security operations (SCAD)
Overall description - Delivering management, technical and administrative services to implement security controls and security management strategies.

Level	Level Description
1 (Required)	Performs simple security administration tasks. Maintains relevant records and documentation.

Customer service support (CSMG)
Overall description - Managing and operating customer service or service desk functions.

Level	Level Description
1 (Required)	Receives and handles requests for service, following agreed procedures. Promptly allocates calls as appropriate. Logs incidents and service requests and maintains relevant records.
2 (Required)	Responds to common requests for service by providing information to enable fulfilment. Promptly allocates unresolved calls as appropriate. Maintains records, informs users about the process and advises relevant persons of actions taken.

General Notes from Job/Role Editor
No notes recorded