

Job Description

Post Title:	ICT Support Technician		
Directorate:	Service Support		
Department:	ICT		
Location:	HQ Birstall		
Grade:	F	Date:	19/10/2020

Responsible To:	ICT Manager
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Liaison With:	All Leicestershire Fire and Rescue Service employees. External Suppliers, contractors and other fire service ICT support technicians as required.
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Purpose of Job:

- Provide technical assistance to the Microsoft 365 implementation programme team.
- To support all our staff in their use of ICT equipment, systems and services. Help resolve incidents, action service requests, manage change and solve problems.
- Work as part of a team to ensure ICT meet the organisation's service levels, in terms of system availability, resilience and security.
- Work with a variety of system, software and service providers to maintain critical service provision across the service.
- Provide technical support for LFRS systems, software, hardware, and networks.
- Develop knowledge of LFRS systems and services in order to provide Expert advice and act as technical lead in projects.

Main Activities, Duties and Responsibilities:

1. Provide first-line ICT support to all our staff in person, via email, telephone and through online tickets.
2. Provide support to the Microsoft 365 programme by installing applications, moving user data, providing support and expert advice to the end user.
3. Maintain a good working knowledge of service structure, working practices and all the ICT systems and services that support service delivery.
4. Be responsible for business continuity through preventing both loss of data and loss of service availability. Maintaining backups in both scope and schedules, troubleshooting any errors that arise. Regularly checking backups can restore both data and services.
5. Be responsible for the security of systems and procedures. Ensure correct functioning of all security-related hardware and software. Provide training in secure working when needed. Make sure critical software and firmware patches are applied.
6. Help ICT meet and exceed our levels of service availability and incident response. Log all incidents, service requests and system changes in our Service Desk Management System and ensure they are actioned within agreed target times.
7. Maintain skills and knowledge of our hardware, Operating system and Software, covering mobile devices, phones, PCs and servers. These include current versions of VMWare vSphere, Windows and Office – in addition to a range of fire service-specific software. Support all associated connectivity technologies and hardware, such as switches, routers and wi-fi.
8. Provide effective Technical Support and proactive maintenance of all LFRS ICT endpoints, systems, applications, software, hardware, databases and networks in close liaison with the infrastructure manager and external partners.
9. Work with software, hardware and systems suppliers for second-line support to ensure availability of critical LFRS services.
10. Follow procedures around standard changes, such as adding new users.
11. Help create and maintain documentation around new procedures, change management, the ICT Service Desk knowledge base, user self-help guides and other documents as required.
12. Provide expert technical advice on the development and utilisation on LFRS systems and services. Act as technical lead on internal projects as required as well as provide help, advice, assistance and knowledge to LFRS Project teams.
13. Support a variety of communications solutions, including radios, pagers, VOIP systems such as Skype and Teams, mobile and landlines telephony. This includes supporting users, maintaining underlying network architecture and working with 3rd party suppliers.
14. Administer an increasing range of cloud-based services, such as Microsoft 365. In particular Identity and Access management systems such as LDAP, Active Directory and Azure.

Other

15. To carry out all tasks associated with this post in accordance with Leicestershire Fire and Rescue Service's Equality and Diversity Policies.
16. To maintain compliance with Leicestershire Fire and Rescue Service's Health and Safety Policies.
17. To carry out such duties as may from time to time, be agreed and directed by the Chief Fire Officer which are commensurate with the grading of this post.

Special Features

To promote, uphold and act in accordance with the Service values:

- ✓ Professional – competent, reliable, respectful
- ✓ Positive – constructive, confident, enthusiastic
- ✓ Honest – truthful, trustworthy, fair

This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual job will change and existing duties may be lost or others gained without changing the general character of the duties or the level of responsibility entailed. As a result, the Authority will expect this job description to be subject to revision.

Signature of Post holder _____ **Date** _____

Additional Information for Job Evaluation

Budget Directly Responsible For:	0
Budget Indirectly Responsible For:	0
Number of employees Responsible For:	0
Qualifications and Experience Required:	A level equivalent ICT related or 2 years ICT support