



**Gwasanaeth Tân ac Achub  
Fire and Rescue Service**



## **ICT Department Infrastructure Engineer Candidate Information Pack**

**ATAL AMDDIFFYNN YMATEB  
PREVENTING PROTECTING RESPONDING**

[www.tangogleddcymru.llyw.cymru](http://www.tangogleddcymru.llyw.cymru)  
[www.northwalesfire.gov.wales](http://www.northwalesfire.gov.wales)



## Welcome from Helen MacArthur, Assistant Chief Fire Officer

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When people think of the Fire and Rescue Service, they tend to think of Firefighters responding to emergency calls, and although this is a reality, the roles and responsibilities within North Wales Fire and Rescue Service go far beyond these traditional images.

In addition to Firefighters, the Service employs people in a variety of diverse and challenging roles, and the vital work carried out behind the scenes is just as crucial in helping to make North Wales a safer place to live, work and visit.

Technology is a critical component in how North Wales Fire and Rescue Service support the delivery of its daily activities; whether it's mobilising our frontline crews to operational incidents, ensuring they have access to risk critical information, or supporting systems that manage and control our resources, including back office systems such as Payroll and Finance to front line systems such as Mobile Data Terminals on our fire appliance - technology touches every part of our Service.

Our core values are about striving for excellence, serving the communities of North Wales and treating people well. We want people with the same values to join our team to help us continue to make North Wales a safe place to live, work and visit.





## Who we are

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North Wales Fire and Rescue Service's purpose is to Prevent, Protect, and Respond. To do this we employ more than 850 staff in operational and support roles.

We help to protect an area covering around 2,400 square miles and a resident population of over 700,000 people, as well as hundreds of thousands of visitors who travel in and out of North Wales every year.

On average, we go to around 2,000 fires and 1,000 non-fire emergencies such as road traffic collisions and flooding events every year. We also attend around 2,000 emergency calls that turn out to be false alarms.

We carry out extensive fire prevention work by visiting people in their homes, attending events, engaging with children and young people, and working with partners to educate and inform local communities. We also maintain an active presence in the media, including on social media.

Another part of our work is in a fire safety enforcement role, so we visit businesses and workplaces to make sure that the people responsible for those premises are keeping their fire safety arrangements up to standard.

North Wales Fire and Rescue Service is a professional and friendly place to work. We offer a supportive culture where we work hard to uphold our core values.

You can read more about our Core Values on the next page.

For more information about the Service please visit the [North Wales Fire and Rescue Service website](http://www.northwalesfire.gov.wales).





# Our Core Values





# North Wales:

## A place to live, work and visit

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Within the region of North Wales is Conwy, Denbighshire, Flintshire, Gwynedd, Wrexham and Ynys Môn (pronounced 'un-iss morn', also known as Anglesey). Each county has something special to offer, whether you are looking for action and adventure or culture and heritage. Living and working in North Wales offers an excellent environment for anyone seeking an enhanced quality of life.

Long regarded as one of the most beautiful places in the UK, the area has much to offer. Being an area of outstanding landscape ranging from extensive sandy beaches and headlands to sheltered valleys, open moors and rugged mountains, there is something for everyone to enjoy. Tourism is a big contributor to the local economy with a wide variety of facilities across the region to attract the different visitors to the area each year, from high adrenaline zip lines, adventure parks and water sports to more relaxing walks exploring towns and countryside or visiting historical and cultural landmarks, including castles.

Whilst North Wales is close to nature and has open spaces close by, it is also well connected to the hustle and bustle of major towns and cities in the North West of England, such as Chester, Liverpool and Manchester. Rail transport links also connect the North Wales coast to major cities across the UK, with direct trains to London (in 3 – 4 hours), Birmingham and Manchester among others.

Food and drink play an important part of Welsh culture with food festivals and farmers markets taking place across the region to showcase the best food and drinks that Wales has to offer. Utilising locally sourced and seasonal produce, including freshly caught fish, tender local lamb,

cheese, wine, ales and gin, there are plenty of places to eat catering to different tastes, including fine dining, gastro-pubs and bistro's as well as country pubs, tea rooms and cafés.

As per the 2021 Census, Wales has a population of just over 3.1 million, with approximately 18% of the population being Welsh speakers. The Welsh are passionate about the language, sport and culture with competitive festivals of Welsh music, poetry and art taking place annually - known as an Eisteddfod (pronounced ace-teth-vod). They are cultural festivals held through the medium of Welsh, providing a national stage for music, dance, literature, visual arts and performance. Whilst Welsh language is an important part of an Eisteddfod, the events are inclusive for all people to get involved so you don't need to be a Welsh speaker to attend and enjoy the day. People of all ages and abilities, including Welsh language learners are encouraged to participate in Eisteddfods, with the International Eisteddfod in Llangollen being held annually at the start of August, bringing together participants from all over the world to celebrate the different cultures, music and arts in one place.



# The Role

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At North Wales Fire and Rescue Service everyone contributes in one way or another to helping to protect our communities and the natural environment. Technology is a critical component in how North Wales Fire and Rescue Service support the delivery of its day to day activities.

As an Infrastructure Engineer, you will be responsible for ensuring the smooth day to day running of all aspects of infrastructure support and development of the Services' systems, applications and virtual environment. You will join a team that performs installations, fault resolutions, repairs and redesigns of the infrastructure. You will also assist with planned maintenance, manage backups and patching schedules.

The team of infrastructure engineers is primarily responsible for maintaining and adapting the servers, software and supporting infrastructure that help North Wales Fire and Rescue Service make North Wales a safer place to live, work and visit. However, two days are rarely the same, one day you can be upgrading a system, another day you're finding solutions to a problem. Being a small team too, there's overlap so you might be working with the network team deploying new hardware, or helping colleagues troubleshoot a new technology.

Engineers will cover the following major areas or responsibility, although it is expected that individuals will specialise in specific areas:

- Physical infrastructure, including both the physical and virtual environments
- Security Management, including cyber defence and configuring the M365 environment

- Operating System Configuration, including releasing Windows security releases and new operating systems
- Software Configuration, including the operation of SCCM/Intune and Group Policy management
- Network infrastructure, including the configuration of firewalls, switches and wireless
- Telephony infrastructure, including the configuration of mobile handsets and the MS Teams telephony system

You will work independently on tasks and projects, supported by a close-knit team that shares knowledge and best practice to ensure success. You will be an effective communicator with a customer focused approach to help develop sound relationships with colleagues, customers and stakeholders to ensure understanding when providing support or training.

Even though ICT isn't in the public eye, technology underpins every part of what the Service does. That means keeping ICT systems working as a well-oiled machine 24/7 so North Wales Fire and Rescue Service can continue to make a real difference to saving lives in our communities. The ICT team provide out of hours support via an on-call rota to ensure critical activities are not interrupted by loss of ICT services. You will join the on-call rota, starting off by shadowing a colleague until you feel confident to provide out of hours cover on your own. Participation in the on-call rota will attract an additional 8.5% allowance.

# What we can offer you



## Pay

Grade 06

Base Salary: Starting at £ 30,559per annum, rising to £ 33,366per annum

The role attracts an 8.5% allowance for joining the on-call rota; the salary is then £33,156 to £36,202 per annum inclusive.

## Hours of work

This position is based on working 37 hours per week, Monday to Friday. The base location is in Conwy with the potential to undertake some work remotely or from alternative fire service locations.

We offer a great deal of flexibility and we try as much as possible to support staff to balance their work and home life. We have an agile working policy to facilitate virtual and home working where practicable for the role, which can be discussed further during interview.

## On-call rota

Due to technology being a vital component to service delivery for our frontline and operational crews, the ICT team provide support for critical incidents during unsociable hours and weekends.

There will be a requirement for the successful applicant to join the on-call team, and once fully inducted, this will then attract an additional 8.5% allowance.

## Benefits of employment

- Generous annual leave entitlement, starting at 25 days per year, plus public holidays
- Flexi-time Scheme allowing staff to work flexibly
- North Wales Fire and Rescue Service uniform provided
- Access to the employer contributory Local Government Pension Scheme
- We will provide you with training, support and guidance to develop your potential
- Health, fitness and wellbeing support, including occupational health, colleague support, mental health champions, physical therapies and access to Service gyms
- A range of additional benefits such as cycle to work scheme and access to discounts from hundreds of retailers, leisure and service providers.

# Job Description

<b>Post Title</b>	Infrastructure Engineer
<b>Department</b>	ICT Department
<b>Reports to</b>	Systems Manager
<b>Location</b>	Conwy

## Overall Job Purpose

The infrastructure team manages a range of systems including:

- Physical infrastructure, including both the physical and virtual environments
- Security Management, including cyber defence and configuring the M365 environment
- Operating System Configuration, including releasing Windows security releases and new operating systems
- Software Configuration, including the operation of SCCM/Intune and Group Policy management
- Network infrastructure, including the configuration of firewalls, switches and wireless
- Telephony infrastructure, including the configuration of mobile handsets and the MS Teams telephony system

The Infrastructure engineer role is to assist the infrastructure manager on all aspects of infrastructure support, development and project work by providing technical knowledge and support.

To be part of a team that supports servers, software and networking systems.

To work in a rewarding environment with a strong focus on precision and accuracy.

To assist the team implementing best practices with an emphasis on high levels of cyber security defence.

## Principal Duties and Responsibilities

1. Ensure the smooth day-to-day running of the organisation's systems, applications, and the virtualised physical environment. Monitor infrastructure performance, trends and events. Advise and recommend activities to the ICT Infrastructure Manager on all technical matters concerning the Systems, Software and other Communication systems.
2. Assist with installations, rectification of faults, repairs and redesigns of the server farms, software and network infrastructure. Undertake planned maintenance, modification, backup and patching of all servers, client devices and files.
3. Assist with the research, adaption and implementation of new ICT systems and assess their impact and suitability for the Service environment.
4. Provide support to colleagues with infrastructure related issues. Represent the team at meetings.
5. Support the team's ownership of contracts, projects, licence agreements and maintenance plans.



6. Produce statistics and reports; respond to Freedom of Information requests.
7. Cascade knowledge by the production of documentation, verbal guidance and training to colleagues in the ICT department and in the user community.
8. Maintain adequate stock levels. Update and assist with auditing the asset database.
9. Participation in a rota to provide support for critical incidents during unsociable hours and weekends.
10. Assist the development team with projects and tasks when necessary to meet targets, deadlines and provide resilience.
11. Undertake additional or other duties as necessary to meet the needs of the Service.

## **Supervisory Responsibility**

Supervision of suppliers, contractors and consultants involved in the provision of goods or services.

## **Financial Responsibility**

None

## **Contact Outside Own Section**

All NWFRS staff. Counterparts in other emergency services and local authorities, suppliers, consultants and contractors. On occasions, members of the public.

## **Language Requirements**

Level 2 (to be achieved within probation period) – Requires that you can;

Understand the gist of conversations in work. Respond to simple job-related requests and requests for factual information. Ask simple questions and understand simple responses. Express opinions in a limited way as long as the topic is familiar. Understand instructions when simple language is used.

## **Employment Checks / Specific Requirements**

NPPV Level Security 2 clearance.

## **Mandatory Training**

ITIL Service Management (training provided by the Service)

## **Other**

Working mainly indoors. May be required to visit other sites including those undergoing renovations work. Will be required to work in high security locations.

# Person Specification

<b>Experience and Competency Required</b>	<b>Essential</b>
	The qualities without which a post holder could not be appointed
	Hold a degree in an ICT related subject, equivalent ICT professional qualification / certification or proven equivalent experience of working in an ICT related role.
	Good working knowledge of Microsoft operating systems and associated technologies, including Active Directory, Group Policy and Domain memberships.
	<b>Desirable</b>
	Extra qualities which can be used to choose between candidates who meet all the essential criteria
	Knowledge of ITIL methodology.
<b>Skills</b>	Knowledge of physical and virtual infrastructure environments.
	Knowledge of Microsoft 365 environments
	<b>Essential</b>
	The qualities without which a post holder could not be appointed
	Ability to work independently on their own initiative
	Ability to work with confidentiality and integrity.
	Ability to communicate effectively and train or educate others.
	Self-motivated individual.
	Ability to meet deadlines and work under pressure.
	Attention to detail.
	Methodical problem solving skills.
	Ability to drive and possess a full current driving licence.
	<b>Desirable</b>
	Extra qualities which can be used to choose between candidates who meet all the essential criteria
	Flexibility in hours of work
	Ability to speak Welsh



# Welsh Language Skills

At North Wales Fire and Rescue Service, we believe that in the conduct of public business in Wales, the English and Welsh languages should be treated on the basis of equality.

We pride ourselves on having taken the issue of language seriously over many years. By acknowledging our moral and legal duties to protect the cultural heritage of the area and to meet the expectations of the local community, we also acknowledge the positive service benefits of conducting our public business in both languages. Saving lives and reducing risk are at the heart of our mission - the language issue is vital to its success.

The Welsh language requirement of this post is a level 2 and the required skills are set out below.

Skill Area	Welsh Language Standards Requirements
Speaking / Listening	<ul style="list-style-type: none"><li>• Able to understand the gist of conversations in work.</li><li>• Able to respond to simple job-related requests and requests for factual information.</li><li>• Able to ask simple questions and understand simple responses.</li><li>• Able to express opinions in a limited way as long as the topic is familiar.</li><li>• Able to understand instructions when simple language is used.</li></ul>
Reading	<ul style="list-style-type: none"><li>• Able to understand factual, routine information and the gist of non-routine information on familiar matters related to own job area e.g. in standard letters, leaflets</li></ul>

A short Welsh assessment will be undertaken at the start of employment and applicants who don't already speak Welsh to level 2 will have 12 months from appointment to the role to attain this.

We recognise that learning a language takes time and commitment and this requirement is in addition to learning a new role and the successful candidate will be supported to achieve the required level.



# How to Apply

To apply for this post, all candidates must complete our application form to be considered. The application form can be found on the [Current Vacancies](#) page of our website and completed forms should be submitted by email to [recruitment@northwalesfire.gov.wales](mailto:recruitment@northwalesfire.gov.wales)

Please do not submit your CV with the Application Form, as only the information provided within the Application Form will be used at the shortlisting stage.

When completing your application, you will need to demonstrate that you meet all of the essential criteria as detailed in the person specification. Please familiarise yourself with the job description and the person specification within this information pack so you understand the essential qualifications, skills and attributes for the role. Whether or not you are shortlisted for an interview is based on the information you provide in your application form.

It would be helpful if you could let us know in good time if you would like us to make any reasonable adjustments for you.

Make sure you submit your application before the closing date as late applications will not be accepted.

If you have any issues accessing or completing the application form, please contact the Recruitment team:  
[recruitment@northwalesfire.gov.wales](mailto:recruitment@northwalesfire.gov.wales) or call 01745 535 281

## Further information

If you have any questions regarding this role or would like an informal chat before applying please call Steve Morris, Head of ICT on 01745 352774

### Closing date

**03/12/24**

We are an equal opportunity employer and welcome applications from all sections of the community. We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

We welcome correspondence and calls in Welsh and English and we will respond equally to both and will reply in your language of choice without delay. Applications submitted in Welsh will be treated no less favourably than an application submitted in English.



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