



Gwasanaeth Tân ac Achub
Fire and Rescue Service



ICT Department **Network Engineer** Candidate Information Pack



Welcome from Helen MacArthur, Assistant Chief Fire Officer

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

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.

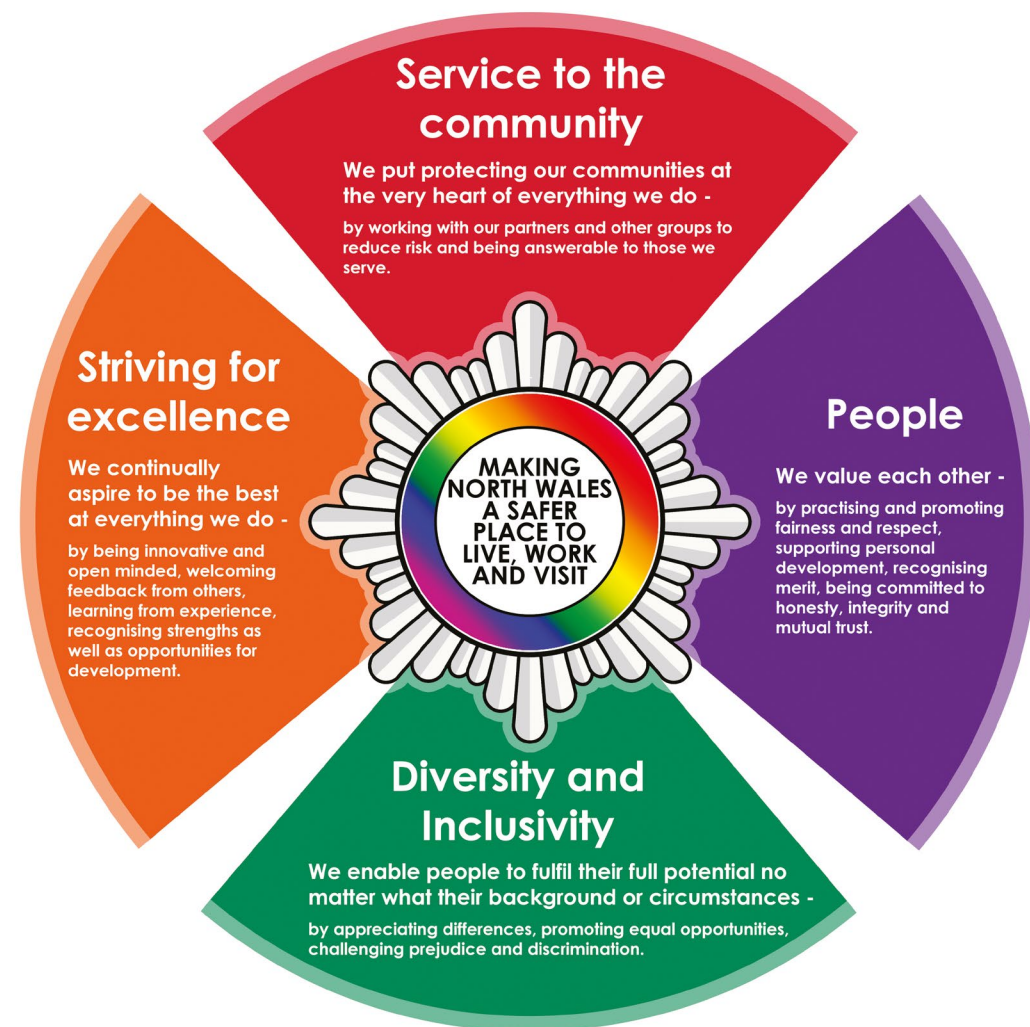
North Wales Fire and Rescue Service is a professional and friendly place to work. We offer a supportive culture where we work hard to uphold our core values.

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

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

Reporting to the Technical Manager, the Network Engineer will ensure the smooth, day to day running of the ICT network and telecoms systems by providing technical knowledge and support. Working in a demanding environment where precision is critical, they will also assist with installations, rectification of faults, repairs and redesigns of the network and telecom infrastructure, to provide an escalation point and specialist guidance and support to colleagues and users.

The appointed person will need to be self-motivated and driven to learn and develop their skills. With a methodical approach to troubleshooting and problem solving, they will need take ownership of tasks and see them through to completion.

Applicants will need to demonstrate (with evidence) the skills, as outlined in the job description and Person Specification including:

- Working knowledge of Networks to CCNA or equivalent standards
- Experience of working within an ICT environment
- Good attention to detail and a methodical approach to problem solving
- Ability to communicate effectively and support training of others
- Ability to meet targets, deadlines and work under pressure
- Knowledge of ITIL methodology is desirable
- A working knowledge of Solarwinds and Microsoft Server operating systems and Active Directory is strongly desired

- A current valid UK driving licence and the ability and willingness to travel as and when required
- Subject to National Police Vetting for disclosure checks
- Level 2 Welsh: if not already demonstrated on application - support will be provided as appropriate)



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

Post Title	Network Engineer
Department	ICT Department
Reports to	ICT Infrastructure Manager
Location	Conwy

Overall Job Purpose

To assist the ICT Infrastructure Manager in the performance of his/her duties and responsibilities on all aspects of networks, fixed and mobile communications and its associated subjects by providing technical knowledge and support across a range of devices and technologies.

To provide an initial escalation point to the organisation for networks, fixed and mobile communications. To provide documentation, guidance and support to colleagues in the ICT department and the in the user community.

To work in a demanding environment where both precision and accountability are critical.

To assist the Infrastructure Team with, and work towards NCSC guidance on system best-practices and implementing a high level of technical security across all Service technologies.

Principal Duties and Responsibilities

1. Ensure the smooth day-to-day running of the network and telecom systems. Monitor network performance, trends and events. Advise and recommend activities to the ICT Infrastructure Manager on all technical matters concerning the network and communication systems.
2. Assist with installations, rectification of faults, repairs and redesigns of the infrastructure. Undertake planned maintenance, modification, backup and patching of all network and telecom devices. Assist the Infrastructure team with similar system related tasks.
3. Assist with the research and development of ICT Infrastructure technologies and assess their impact and suitability for the Service environment.
4. Provide support to the other ICT teams for Infrastructure issues. Liaise with service & equipment providers and public authorities. Represent the Infrastructure team at meetings.
5. Assist with the production of contract specifications and project scopes. Review and modify tariffs and price plans to ensure best value for money.
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 stocks 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 Infrastructure team with projects and tasks when necessary to meet targets, deadlines and provide resilience.
11. Any other duties commensurate with the grade and role.

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

Cisco Certified Network Associate.

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

Experience and Competency Required	Essential
	The qualities without which a post holder could not be appointed
	Recognised network qualification such as the CCNA or equivalent standard or having completed it within the probationary period.
	At least 2 years' experience of providing network support across sites using WAN/LAN technologies with consideration for security best practices
	Desirable
	Extra qualities which can be used to choose between candidates who meet all the essential criteria
Skills	Knowledge of ITIL methodology.
	An understanding of Microsoft Server operating systems and Active Directory
	Essential
	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.
	Level 2 Welsh – to be assessed at end of probation period
	Ability to drive and possess a full UK driving license
	Desirable
	Extra qualities which can be used to choose between candidates who meet all the essential criteria
	Flexibility in hours of work.

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">• Able to understand the gist of conversations in work.• Able to respond to simple job-related requests and requests for factual information.• Able to ask simple questions and understand simple responses.• Able to express opinions in a limited way as long as the topic is familiar.• Able to understand instructions when simple language is used.

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

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 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.



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