



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

Nottinghamshire and City of Nottingham
Fire and Rescue Authority
Human Resources Committee

IT INFRASTRUCTURE DEVELOPMENT OFFICER

Report of the Chief Fire Officer

Agenda Item No:

Date: 23 July 2010

Purpose of Report:

To seek approval for the deletion of an IT Development Officer role (Grade 4) and creation of an IT Infrastructure Development Officer (Grade 6) following a review of the requirements of the role.

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1. BACKGROUND

Summary

- 1.1 As a result of internal appointments within the ICT team, a vacancy of IT Development Officer has arisen in the IT Department, at Grade 4. The vacancy has provided an opportunity to review the current requirements of the role.
- 1.2 Following a review by the Job Evaluation Panel which took account of a considerably revised Job Description and Person Specification, it was recommended that a new post be created at a Grade 6 to account for the higher level requirements of the role.
- 1.3 The new Job Description and Person Specification were written to take account of considerable changes in the requirement to support and maintain our IT systems and are attached as Appendix A.

Detail

- 1.4 The IT department has a group of 3 staff that concentrate on everyday issues of maintenance and support, and 2 that deal with more in depth project work or complex issues requiring more time and expertise to solve. These are the IT Development Officer (Vacancy Grade 4) and Development Officer (Grade 6). These titles are not reflective of the true roles and so this is also addressed.
- 1.5 The work of the two higher level IT posts has greater impact and covers higher risks, requiring greater experience and care, however this is not reflected in one of the grades. Our system bears little relation to the one at the time these posts were created. It is no exaggeration to estimate a ten-fold increase in the number of servers, 3x increase in number of users - with at least doubled reliance for all users on their IT systems, 5x increase in supported user devices, 3x increase in application services.
- 1.6 Throughout the significant rise in provision, there has been no increase in IT staffing levels. All expansion has been managed by increasing skills, knowledge and efficiencies of people, process and system design.
- 1.7 It has become increasingly necessary however to ask each of these 2 post-holders to specialise on either hardware or software, as the skills and experience required to maintain and develop our systems have increased.
- 1.8 As a consequence, the Service need to plug a skills shortage, by filling this vacancy with someone capable of maintaining and developing not so much the increased size of system, but its considerably increased complexity. To not do so leaves our business systems at unacceptable risk of low maintenance and subsequent failure.

- 1.9 Whilst the Service has covered the period of this vacancy with external consultants, this risks lack of availability, familiarity and increased cost.

2. REPORT

- 2.1 There has been significant development of the IT infrastructure over the past 3 years to ensure resilience, performance and functionality aligns with our business need. This is in response to the service development and its considerable demands for greater flexibility and deployment, in some cases as a result of many new departmental systems.
- 2.2 The technology supporting these services and the reliance the business places on them has resulted in a complexity of infrastructure that requires a far greater level of skill, knowledge and experience than previously. If we fail to attract the required level of candidate for this post, it will directly increase the risk of business failure beyond an acceptable level. It would also not represent good value, as it would necessitate buying in more of these abilities from external consultants at higher cost.
- 2.3 Retention is particularly important as the efficacy and hence reliability of the IT system is related to the post-holders familiarity with it. The system is complex and no two are alike.
- 2.4 This post has sole responsibility for maintenance, daily response and development of the hardware/infrastructure, the extent of this capability does not exist in other posts to allow us to properly cover it. Whilst the post is vacant, we have had to delay or use consultants to undertake essential work.
- 2.5 It is anticipated that this higher skilled employee will reduce reliance on some contracted expertise. Therefore CMB have agreed to reduce the ICT non contracted services budget to fully fund the proposal.

3. FINANCIAL IMPLICATIONS

- 3.1 The existing post of Support / Development Officer was Grade 4 and budgeted at £29k per annum including salary oncosts. The new post of IT Infrastructure Development Officer has been evaluated at Grade 6 and will cost £34k per annum including salary oncosts (assuming recruitment at the bottom of the grade).
- 3.2 The IT Department has been using external contractors to cover essential work whilst this post has been vacant, and once the post is filled, there will be a saving in contractors' fees. The sum of £5k can therefore be transferred from the ICT non-contracted services budget to the pay budget to fund the shortfall. This will be a permanent transfer of budget resources from non pay to pay.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

Normal recruitment and selection procedures will be overseen by the Human Resources Department. There are no specific Learning and Development implications.

5. EQUALITY IMPACT ASSESSMENT

There is no requirement for an equality impact assessment.

6. CRIME AND DISORDER IMPLICATIONS

There are no crime and disorder implications arising from this report.

7. LEGAL IMPLICATIONS

There are no legal implications arising from this report.

8. RISK MANAGEMENT IMPLICATIONS

Not filling the post at this level, would put ability to maintain and develop the existing infrastructure at considerable risk.

9. RECOMMENDATIONS

That Members approve the deletion of the post of IT Development Officer (Grade 4) and creation of a new IT Infrastructure Development Officer post (Grade 6) following a review of the requirements of the post.

10. BACKGROUND PAPERS FOR INSPECTION (OTHER THAN PUBLISHED DOCUMENTS)

None.

Frank Swann

CHIEF FIRE OFFICER

NOTTINGHAMSHIRE FIRE AND RESCUE SERVICE**JOB DESCRIPTION**

Post:	IT Infrastructure Development Officer
Grade:	6
Post Reference:	TECIT05
Conditions of Service:	NJC for Local Government Services National Scheme of Conditions of Service
Responsible to:	IT Manager

Specific Duties

1. With an emphasis, but not exclusively, on hardware and network infrastructure: Provide second and third line support, including Incident and Problem resolution according to ITIL definitions. Provide solutions by experience, analysis, investigation and research wherever possible. Carry out or arrange for these solutions/fixes/repairs to be implemented.
2. Relay solutions to staff and fully document for easy retrieval and clear interpretation by others. Elevate issues when necessary to Specialist Consultants or Suppliers and liaise with them. Make full use of ServiceDesk system according to adopted procedures.
3. Perform file, network and inventory management as required or requested. This may include: Monitoring/checking network statistics/logs/email for anomalies or IT system messages. Alert others and/or take preventative action to ensure stability and network integrity is not at risk. Administer AD including group/user accounts.
4. Identify and define development opportunities, contribute to infrastructure development to meet strategic objectives.
5. Manage and execute development projects. Apply relevant ITIL functions eg change, release, capacity, availability management. Manage user expectations. Prioritise workload.
6. Participate in documentation, design, provision and configuration of network systems and devices including installation of software and hardware, with advice and support if necessary.
7. Prepare and provide periodic knowledge transfer within competence.
8. Research, recommend or order products and ensure delivery to satisfy stated need.
9. Provide Administrative Support to the IT section. Eg Arranging tenders and orders. Fill-in or deputise for others in the IT team as necessary or if requested.
10. Participate in attending to Disaster Recovery, Business Continuity, System Security requirements.
11. Occasional moving of equipment e.g. computers, monitors, servers, switches.
12. Take part in extended hours support cover arrangements, in rotation with other IT staff.

Specific health and safety responsibilities

11. Liaise with the Service Health and Safety Adviser when health and safety issues are brought to the postholders attention by users

General Responsibilities

12. You must take reasonable care for your own health and safety and that of other persons who may be affected by your work activities.

You must cooperate with Nottinghamshire's Fire and Rescue Service's attempts to comply with health and safety legislation. Where appropriate you must safeguard the health and safety of all persons affected by the work activities you supervise at any premises you have control over.

You must work in the safe manner in which you have been trained and instructed and advise

Your line manager of any health and safety problems you become aware of.

You should familiarise yourself with the contents of the Service's Written Safety Policy.

13. To keep up to date with current practice, undertake training and Continuous Professional Development as required.
14. To take proper care in handling, operation and safeguarding of any equipment, vehicles or appliance, used or issued by the Service or provided or issued by a third party for individual or collective use in the performance of the postholder's duties.
15. To uphold the Nottinghamshire Fire and Rescue Service's Fairness at Work and Equal Opportunities policies and practices.
16. To promote and deliver fair and quality services that are sensitive and responsive to customers.
17. Where appropriate you will work with computer and new technologies and associated systems as required. Compliance with computer security measures to protect against unauthorised access to, alteration or disclosure.
18. Any other duties which may reasonably be regarded as within the nature of the duties, responsibilities and grade of the post as defined, subject to the proviso that normally any significant changes of a permanent nature should be incorporated into the job description in specific terms.

NOTTINGHAMSHIRE FIRE AND RESCUE SERVICE

PERSON SPECIFICATION

IT Infrastructure Development Officer – Grade 6

	Essential	Desirable	Method of Assessment
KNOWLEDGE/ EXPERIENCE	Advanced knowledge of a broad range of IT hardware and software used within a multi-site WAN/LAN business network environment	Specific relevant network experience eg hardware: Cisco routers & managed switches, firewalls, HP servers, RAID software: SQL server, Citrix, Backup Exec	Interview Test Reference
	Excellent knowledge and experience of working with previous and current versions of Microsoft Office, Microsoft Desktop and Microsoft Server operating & email systems with AD integration. Including building, configuration and fault resolution.	Understanding of VMWare Virtual Server Architecture PDA Pocket PC & mobile phone configuration integration with PC, Network & email. VOIP Understanding of Multi-media Formats and manipulation	Interview Test Reference
	Network administration. Understanding of methods and relative value of storage, security, resilience techniques and bandwidth usage.	Other Microsoft Enterprise tools eg ISA SCOM SCCM. Other monitoring tools	Interview Test Reference Documentation
	Demonstrable experience in IT support & infrastructure maintenance role. Min 2 years working in an organisation with distributed IT across multiple sites and numerous users	Qualifications supporting this experience. Evidence of CPD Any other relevant experience	Interview Documentation
			Interview Reference
	Understanding of Service Desk operation procedures and protocols. ITIL awareness	ITIL qualification	Interview Test Documentation

	Essential	Desirable	
		Understanding of Internet security issues – firewalls, spam phishing, spy/malware	Interview
SKILLS	Good communication skills – ability to explain clearly to users with various levels of IT/PC understanding.		Interview
	Ability to communicate with colleagues and users with tactfully and diplomatically.		Interview
	Good listening skills		Interview
	Good telephone manner		Interview
	Demonstrate ability to deal with all customers calmly with equality and respect face to face and by telephone		Interview
	Ability to work and share tasks within the IT team in a cohesive, cooperative and equitable manner.		Interview
	Willingness, interest and aptitude to keep up to date and learn software and hardware systems as required		Interview Evidence
	Ability to diagnose and rectify software / hardware faults in a network infrastructure.		Interview Test
	Ability to produce clear written documentation and reports.		Interview Test, Evidence
	Demonstrate adequate numeracy.		Interview Test, Evidence
	Organisational skills and the ability to prioritise workloads to meet service needs.	Project/Programme management. Budget awareness/experience	Interview Test, Evidence

	Essential	Desirable	
EDUCATION AND TRAINING	Good general education. Good GCSE grade in English language or equivalent	Higher education	Documentation
	Computing / IT Qualifications		Documentation
OTHER REQUIREMENTS	Be prepared to undertake training as required		Interview
	Awareness of the health & safety issues associated with this post.		Interview
	Current driving licence – be prepared to use own vehicle to travel to any part of the County as required (travel expenses paid)		Documentation
	Be prepared to take part in service rota which delivers support beyond office hours		