VACANCY

Job Title: ICT Services Officer (Information Governance)

Hours: 37 hours per week

Salary: £22,462 - £24,799 (starting salary £22,462)

Location: Training and Administration Hub, Queens Meadow Business Park, Hartlepool.

Cleveland Fire Brigade's ICT Department is looking for an enthusiastic, motivated individual to work as part of our busy Service Desk Team.

The main duties of this role will be to contribute to front-line Service Desk, Desktop Support and Information Governance activities, along with undertaking administrative tasks within the ICT Department. Full training will be provided for all aspects of the role.

This role is based at our Training and Administration Hub in Hartlepool but will also include travel to Fire Stations across Cleveland, supporting Fire Fighters and the technology on board our fire appliances and other emergency vehicles.

To apply please complete an application form and email your completed form to recruitment@clevelandfire.gov.uk . For any queries please contact the Human Resources Department on 01429 874019.

Closing Date: 11 September 2019

Interview: 26 September 2019

Applicants who have not been contacted by 20 September 2019 should assume they have been unsuccessful.

Personal Role Profile

Role Title:	ICT Services Officer (Information Governance)	Reporting To:	Senior ICT Services Officer (Information Governance)
Location:	Brigade Headquarters	Role/Grade:	Grade E
Purpose of Role:	As a member of staff within the ICT Department, contribute towards the department meeting and fulfilling the ICT service delivery and business continuity needs of the organisation with a specific focus on Service Desk, Desktop Support and Information Governance.		

Key Responsibilities

1. Assist with the operation of the ICT Service Desk as required.

2. Provide liaison, advice and support to customers on ICT and information management issues.

3. Contribute to Information Governance activities including Information Security, Information Assurance and compliance with Data Protection and Freedom of Information legislation.

4. Assist with the management and administration of the ICT infrastructure.

5. Contribute to the design, development, testing and implementation of ICT systems and projects.

6. Troubleshoot ICT systems and contribute to incident and problem management.

7. Liaise with suppliers to ensure prompt rectification of problems arising.

8. Ensure own compliance with health and safety policies and legislative requirements.

9. Reflect on own practice to identify any areas of personal or organisational development.

10. Take part in Personal Development Reviews and complete Personal Development Records in accordance with Brigade procedure.

11. Maintain relevant skills and knowledge aligned to key responsibilities and National Occupational Standards to determine continued maintenance of competence in role.

12. Support and promote equality and diversity, respect and dignity for all staff and members of our local communities in line with Brigade policy.

13. Carry out all duties as detailed in the Brigade's Health & Safety Policy.

CLEVELAND FIRE BRIGADE				
PERSONAL SPECIFICATION – ICT Services Officer (Information Governance)				
	Essential	**How Measured**	**Desirable**	**How Measured**
Qualifications / Attainments	• Current driving licence	• Application Form, Certificates and Interview	▪ Qualified to degree or HND standard or equivalent ▪ ITIL Foundation Level	• Application Form and Certificates
Experience and Knowledge	• Technical knowledge of: - Desktop PCs, Laptops, Tablets - Windows 10 - MS Office & Outlook • Experience of maintaining accurate inventories of equipment and information • Experience of liaising with suppliers for quotations, orders and renewals	• Application Form and Interview	• Technical knowledge of: - MS Server Operating Systems - IP Networking - Mobile Telephony - Access Control & CCTV Systems • Previous experience in an ICT support environment • An understanding of Information Governance: - Information Security - Information Assurance - Information Legislation (Data Protection & Freedom of Information)	• Application Form and Interview
Skills and Competence	• Excellent written and verbal skills • Excellent organisational skills • Excellent numerical skills • Ability to analyse technical issues and present findings in a clear and concise	• Application Form and Interview		

	manner			
	• Ability to communicate with people at all levels, both internal and external to the brigade			
Personal Qualities	• Be tactful, honest and discrete • Remain calm and professional and work well under pressure • Demonstrate personal drive and enthusiasm • Reliable attendance and timekeeping	• Application Form and Interview		
Other Requirements	• Ability to work confidentially • Be flexible and adaptable • Commitment to Equality and Diversity • Commitment to Health and Safety	• Application Form and Interview		