THE ROLE

ICT Platform Specialist

Department:	**ICT**
Role Code:	**ICT****
Grade/Role:	**Grade 10**
Responsible to:	**ICT Technical Services Manager**
Responsible for:	**ICT Platform Analyst**
Date Revised:	**January 2023**

Job Purpose:

To protect and save life, property and the environment by ensuring the efficient and reliable operation of ICT infrastructure that supports all fire service activities. Deputise for the ICT Technical Services Manager.

Main Duties and Responsibilities:

1. Evaluate, develop and perform activities to maintain and continually improve the operations of ICT platforms including Server Estate, Azure Landing Zone, Wide Area Network, Local Area Network, Desktop/Laptop/Mobile platforms, Backups and DR capabilities

2. Design and implement consistent, resilient and secure builds of ICT platforms. Collaborates across ICT to ensure technology fits with strategic direction and operates in line with technical specifications.

3. Operate and develop the ICT platforms to support new software deployments in a cost effective manner. Proactively support other ICT team members to deploy fit for purpose ICT platforms, applications and toolsets.

4. Automate and assure patching to ensure a maintained and supported operating environment.

5. Manage Backup and Recovery solutions to meet service requirements for day-to-day recovery, Business Continuity or Disaster Recovery events.

6. Manage Event Monitoring and Alerting toolset, identifying and implementing improvements where necessary to provide timely response and accurate information about service issues.

7. Manage core and edge network across all ECFRS locations, monitoring availability against SLA and co-ordinating response to planned maintenance and unplanned outages.

8. Investigate and diagnose complex ICT problems, working with users, colleagues and suppliers. Ensure that necessary data is available for use by those carrying out investigations or to assist with future recommendations for change

9. Work with the ICT Technical and Network Architect to identify where technology can be migrated to cloud services such as Azure or other PaaS solutions.

10. Actively participate in ITIL processes such as Problem and Change management, and continuous improvement.

11. Lead, manage and develop the Platform Analyst (and other related roles that may be temporary in the Service) in the competent performance of their duties, being responsible for all people management issues such as absence management, managing conduct, conflict resolution, conducting appraisals, etc. and all learning and development and health safety and welfare issues.

12. Share knowledge and good practice across all areas of ICT through documentation and demonstration.

13. Collaborate with other ICT teams and managed service providers to ensure platforms can be supported 24x7.

14. Work as part of a 24hr response team for high priority technical incidents, including attending operational incidents where technical support is required as a priority.

15. Positively contribute to a safe work environment ensuring compliance with Health and Safety, Risk Management, Business Continuity and Safeguarding policy and procedure. Protect all personal information in adherence with the Data Protection Act 2018.

16. Any other duties commensurate with the responsibilities and grading of the post.