**WEST YORKSHIRE FIRE & RESCUE SERVICE**

# JOB DESCRIPTION

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| **POST TITLE:**  | DDaT Infrastructure Engineer – Networks. |
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| **GRADE:** | 7. |
| **RESPONSIBLE TO:** | DDaT Infrastructure Manager. |
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| **PURPOSE OF POST:** | Manage, maintain, and support the operation of the DDaT Infrastructure to the Authority. To take an active lead in managing the Network Infrastructure in line with the Authority's strategy for DDaT. Support and advise on DDaT systems architecture and development including technical escalations. |

**ORG CHART**



##### MAIN DUTIES AND RESPONSIBILITIES OF THE ROLE.

1. Uphold and successfully deliver the DDaT Service Level Agreement within the Authority.

2. Ensure that all requests for DDaT support, services or resources are dealt with according to set, agreed and documented standards/procedures, ensuring compliance with ITIL processes.

3. Delivery of positive DDaT support activities in line with expected Customer Experience for the DDaT Department, taking responsibility for ensuring consistent standards are maintained.

4. Responsible for the day-to-day management, implementation, maintenance, backup, documentation, and architecture development of WAN/LAN based network connectivity systems, connectivity platforms and associated systems/services.

5. Manage, monitor and maintain network connectivity systems across the DDaT infrastructure undertaking all technical and maintenance activities as required to meet the current and future needs of the Authority.

6. Monitor and troubleshoot systems and identify performance issues proactively. Analyse varying complex technical information and liaise with appropriate internal/external resources.

7. Support and consult on technical escalations from colleagues and partners.

8. Advise on and contribute to the overall infrastructure development roadmap in regard to network connectivity systems including specific knowledge in the areas of capacity, security, refresh, maintenance and support lifecycles.

9. Undertake the ITIL role of Technical Analyst/Architect for areas of responsibility. Undertake other ITIL roles as required.

10. Project manage the implementation of medium-scale DDaT Infrastructure changes and developments, including the full implementation of new systems/services and ways of working across the organisation.

11. Support the activities of the infrastructure team providing hands-on assistance as/when required ensuring resilience and cover for all areas. This may for example involve working across disciplines in the areas of servers, desktops, mobiles, tablets, networks, and communications.

12. Participate in the Authority standby scheme as required.

**ORGANISATIONAL WIDE RESPONSIBILITIES:**

1. Adherence to the [NFCC](https://www.local.gov.uk/sites/default/files/documents/Core%20Code%20of%20Ethics%20Fire%20and%20Rescue%20Services%20England.pdf) Core Code of Ethics and [West Yorkshire Fire Service Values](https://www.westyorksfire.gov.uk/sites/default/files/2023-03/WYFRS%20Core%20Values%20June22.pdf).



1. To Implement and promote the Authority’s:
2. Health and Safety policies.
3. Equality and Diversity policies.
4. Information Security Management System policies.
5. Safeguarding policies.
6. Business continuity policy and contingency arrangements.
7. Policies related to General Data Protection Regulation and Data Protection Act 2018.
8. Commitment to maintaining our Customer Service expectations.
9. A satisfactory Standard Disclosure and Barring check is required for the role.
10. This post has been designated as a hybrid working post which means the postholder’s working time will be split between the workplace and home.  The actual working pattern and number of days at each will be agreed locally with the line manager and will be determined based on the service needs.

**SKILLS AND EXPERIENCE REQUIREMENTS FOR THIS ROLE.**

In the supporting statement section of the application form give clear, concise examples of how **you meet** **all of the Essential person specification criteria** (i.e., items you must be able to do from day one to be able to do the job), **identified as ‘Application’** **in order to be shortlisted for this vacancy**. If a large number of applications are received, only those who also meet the Desirable criteria, identified as ‘Application,’ will be shortlisted, i.e., criteria you need to do the job, but which could be learnt during training.

Please list or number the competency criteria below against which you are providing evidence/examples in order to structure your supporting statement in a well organised way.

There may be some criteria that are identified through ‘Selection Process’ only. **You will only be assessed on these criteria during the selection process and not** **from your application form**, this may involve tests, presentations, interview etc.

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|   | **Experience** | **Essential/ Desirable** | **Where identified** |
| 1 | Significant experience of successfully managing, supporting, and delivering LAN/WAN network connectivity solutions within a complex, multi-site organisation. | Essential | Application Form &Selection Process |
| 2 | Specific significant knowledge and interest in all of the following areas: LAN/WAN networking solutions, Cisco switching/routing, Checkpoint firewalls (or equivalent vendor solutions), networking technologies such as MPLS, OSPF, IPVPN etc. | Essential | Application  |
| 3 | Experience of successfully delivering medium DDaT projects to agreed time scales and budget. | Essential | Application & Selection Process |
| 4 | Experience of working with communications systems and Windows server 2016 to 2025, VMware or other Virtual Server Environments, Nimble or other SAN enterprise storage systems.  | Desirable | Application  |
| 5 | Experience of working in the public sector – preferably a blue light service. | Desirable | Application  |

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|   | **Education and Training** | **Essential/ Desirable** | **Where identified** |
| 6 | Educated to degree level in a computer related subject or equivalent professional qualification or have the equivalent relevant training and/or experience. | Essential | Application |
| 7 | ITIL Foundation certified or ability and willingness to undertake this qualification.  | Essential  | Application |
| 8 | Certification of appropriate professional technical qualification relating to DDaT such as: networking technologies, network security, vendor certifications or equivalent relevant experience. | Essential | Application Form &Selection Process |
| 9 | Certified in PRINCE2 or other Project Management methodology.  | Desirable | Application |

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|   | **Special Knowledge and Skills** | **Essential/ Desirable** | **Where identified** |
| 10 | Ability to analyse complex data/information and produce trends and recommendations.  | Essential | Application Form & Selection Process |
| 11 | Ability to work to tight deadlines, under pressure with effective time management skills and the ability to manage conflicting priorities. | Essential | Application Form & Selection Process |
| 12 | Ability to be flexible and work across multiple infrastructure disciplines.  | Essential | Application Form & Selection Process |
| 13 | Excellent analytical, problem solving and decision-making skills including attention to detail, testing and documentation. | Essential | Application Form &Selection Process |
| 14 | Demonstration of the ability to communicate at all levels with confidence and clarity taking account of audience and message mediums.  | Essential | Application Form &Selection Process |
| 15 | Demonstrate commitment to and understanding of Equality & Diversity, NFCC Core Code of Ethics and WYFRS (West Yorkshire Fire & Rescue Services) values. | Essential | Selection Process Only |
| 16 | To hold and maintain a current full valid car driving license. | Essential | Application |

**Job Description: Last updated: 31/7/2025**