



Job Description

Job Title:

Helpdesk Operator - Career Grade

Responsible To:

Service Desk Team Leader

Grade:

Career Grade:

Scale 4 £27,254 - £29,064

Scale 5 £29,540 - £32,061

Progression is subject to the postholder meeting the requirements of grade 5

Hours:

36.25 hours per week

Location:

DDaT Department LFRS HQ Garstang Road, Fulwood, Preston PR2 3LH

Other terms and conditions:

- National Joint Council for Local Government Services (Green Book)
- A Flexi Time Scheme is in operation (Optional NJC Local Government employees and Protection)
- Essential Car User/Ad Hoc Car User (Delete as appropriate)

Special Requirements

- It is a requirement of the post that the post holder will be able to attend relevant training to develop skills and knowledge in relation to the development of software associated with LFRS
- It is a requirement of the post that the post holder is able to participate with the department's out-of-hours cover schedule if appropriate, if/when implemented.
- This role is subject to a Standard Check by the Disclosure and Barring Service
- It is a requirement of the post that the post holder holds a current category 'B' (car) full driving licence and has a car available which meets the requirements of Lancashire Fire and Rescue Service.

Our Aim

The intended result of all our efforts is to: make Lancashire safer.

This is what we are here to achieve. We seek to do this by delivering prevention, protection, and emergency response services; using our trusted position in the community to influence the wider safety of people and working in partnership with other organisations where we have shared objectives.

Our Priorities

- Valuing our people so they can focus on making Lancashire safer.
- Preventing fires and other emergencies from happening.
- Protecting people and property when fires happen.
- Responding to emergencies quickly and competently.
- Delivering value for money in how we use our resources.

The way we work to achieve our priorities is as important as what we do, and our Service values 'Strive' reflects the behaviours we expect from our staff:

- Service: Making Lancashire safer is the most important thing we do.
- Trust: We trust the people we work with.
- Respect: We respect each other.
- Integrity: We do what we say we will do.
- Valued: We actively listen to others.
- Empowered: We contribute to decisions and improvements.

The Service values are underpinned by the national Core Code of Ethics for Fire and Rescue Services in England. The Core Code sets out five ethical principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour:

- Putting our communities first: we put the interest of the public, the community and service users first.
- Integrity: we act with integrity including being open, honest and consistent in everything we do.
- Dignity and respect: making decisions objectively based on evidence, without discrimination or bias.
- Leadership: we are all positive role models, always demonstrating flexibility and resilient leadership. We are all accountable for everything we do and challenge all behaviour that falls short of the highest standards.
- Equality, diversity, and inclusion: We continually recognise and promote the value of equality, diversity, and inclusion both within the Fire and Rescue Service's and the wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations, and celebrate difference.

Everyone in Lancashire Fire and Rescue Service is expected to behave in accordance with the Service values and to follow the Core Code, including those working with or on behalf of us.

You can read our full [Community Risk Management Plan](#).

Job Role

Provide a professional, customer-focused first-line support service to all members of staff for all issues relating to both IT and communications.

Undertake monitoring of the IT infrastructure escalating issues in accordance with outlined policies and procedures.

Provide support for new and existing ICT projects as required.

Whilst operating at a Scale 4

- Be responsible for providing first-line support for the service dealing with basic ICT related queries and issues.
- Be responsible for monitoring key elements of the ICT infrastructure including network, storage, and security.
- Follow best practice policies and procedures that are set out by the Business Support Manager.
- Providing first line support for the IT and Communication systems as part of a three-tier support process dealing with calls, diagnosing faults, resolving issues in a helpful, timely manner.
- Recording of the contact with the Helpdesk, by telephone, email or in person, including fault resolutions.
- Keep accurate records and ensure that all contact to the Helpdesk is logged and solutions are kept for future reference.
- Keep accurate and up to date records of the IT and communications inventory and track movements of equipment and software licences.
- Manage the escalation of calls to second line support and where necessary, liaise with third party providers to pass on support issues to them under the agreed SLAs, this may include return or repair of faulty items.
- Assist with the administrative duties within the office.
- Liaising with third party organisations to ensure faults with equipment and systems are rectified within the terms of their SLA's.
- Performing hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, configuring systems, applications and testing new hardware.
- Arrange, package and sort paperwork out for returning faulty or to be repaired equipment back to the manufacturer.
- Dealing with new staff members or changes in staff details including the creation of new user accounts, amending staff details on their network accounts or email, adding/changing card key accounts and facilitating access to internet facilities.
- Assisting with inventory administration for recording purposes.
- Manage and maintain pool equipment to ensure that the right equipment is in working order and available to loan out when requested.

- Other general administrative duties as required within LFRS.
- Assist with the development and adoption of Cloud based services.

Whist operating at a Scale 5

- Be responsible for providing first line support for the service dealing with critical comms and complex network, software and hardware support which require providing second line level technical knowledge.
- Provide key insight and suggestions for areas where effectiveness could be improved or where efficiencies could be made and must be demonstrated and reported directly to the Business Support Manager.
- Assist in the planning and development of the ICT Systems to enable the service to accomplish the needs of the present and the future.
- Provide second line support as a part of a three-tier support process dealing with call escalations in a timely manner.
- Monitor network usage, troubleshoot faults, and report issues to third party service providers where required.
- Support the services telephony solutions, troubleshoot faults and report issues to third party service provider where required.
- Manage and maintain a client virtualised environment, troubleshooting and resolving any issues.
- Active Directory account administration.
- Microsoft Exchange / Exchange Online accounts administration.
- Resolving client hardware faults and shortcomings, including replacing and if necessary, procuring parts.
- Maintenance of Comms hardware and systems, including Vehicle Mounted Data systems, Airwave Radio systems, UHF Radio provision, Retained Alerters and Pagers, troubleshoot faults and report issues to 3rd party service provider where required.
- Creating and managing mobile devices, including iPads, iPhones, Blackberrys and mobiles.
- Hardware installations, where necessary with site survey (to ensure adequate power/network/etc).
- Liaising with third party vendors dealing with technical problems with equipment.
- Provide accurate consistent documentation of fault resolution to assist future resolution of related faults.
- React to and accommodate the changing technical environment of the organisation's infrastructure.
- Assist with the development and adoption of Cloud based services.

Responsibilities

- Be responsible for own personal continuous improvement and development to ensure highest possible standards of work.
- Ensure compliance with legislation, policies and procedures.
- Adhere and proactively champion the security of the ICT systems in accordance with current NCSC guidance.
- Demonstrate a commitment to personal development and actively participate in the appraisal process.
- To be aware of the LFRS Safeguarding Procedures and to make referrals as appropriate to the role.
- Promote a positive image of the Service in dealing with all other organisations and members of the public.
- To promote the principles of equality and diversity and comply with Lancashire Fire and Rescue Service Equality, Diversity, and Inclusion Policy at all times.
- To observe all rules governing health and safety and use safety equipment where it is provided.
- To support LFRS in its commitment to prevent pollution and minimise its impact on the environment.
- The post holder may be requested to undertake the duties of higher graded staff subject to consultation. In addition, other duties at the same responsibility level may be interchanged with/added to this list at any time.

Further Information

You are required to hold a current category 'B' (car) full driving licence. If it carries any endorsements, clearance will be required from the Head of Fleet and Engineering Services before you can be appointed even if you are successful at interview.

You will be reimbursed for the use of the vehicle on authorised journeys in accordance with the LFRS Ad hoc Car User Scheme.

The vehicle provided must be fit for purpose, and meet the following requirements:

- Valid MOT test certificate
- Maintained in accordance with the manufacturer's recommendations, kept in good condition and be fully road legal at all times
- Insured for you to drive on official business journeys
- It should be noted that the provision of your own vehicle does not preclude Lancashire Fire and Rescue Service requiring you to use Service transport where this is considered more appropriate and in the interests of the organisation.

Drug and Alcohol Use:

It is unacceptable for any LFRS employee to be under the influence of alcohol or illegal drugs at work. Such employees pose unnecessary risks to themselves and to their colleagues.

To this end, LFRS will screen all candidates selected for employment for illegal drugs and alcohol. This will be carried out at our Occupational Health Unit, under strict protocols and confidentiality. Any candidate who refuses to be screened will not be employed. Any candidate who tests positive for illegal drugs or unsafe levels of alcohol will not be employed.

Employee Specification

Please note all criteria are essential unless otherwise stated.

Qualifications

- Level 3 qualification in a computing related subject or demonstrable evidence of the appropriate level of experience.
- ITIL Foundation Level 3.
- 3 GCSEs including English and Maths.

Experience

- Experience of Microsoft Windows 10/11 support.
- Experience working in an ICT service desk including system and processes.

Knowledge, Skills, and Abilities

- Good organisational skills, ability to work on own initiative and with a minimum of supervision.
- Ability to work on own initiative and prioritise own and other workload.
- Ability to communicate (verbally) clearly and effectively.
- Able to produce and communicate basic and detailed technical information from notes to written reports to be easily understood by non-technical audiences.
- Current UK Driving License.
- The ability to apply a knowledge of safeguarding (as appropriate to the role)
- The ability to apply knowledge of health and safety as it is applicable to the job role.
- A commitment to inclusion, equality, and diversity.

Desirable

- AZ900 Microsoft Azure Fundamentals or demonstrable evidence of the appropriate level of experience.
- Experience in supporting O365 environment including Teams, Exchange Online, SharePoint Online and security best practice standards.
- Knowledge of visualised Citrix XenDesktop.
- Understanding of the critical nature of operational communications systems in FRS or emergency services.
- Knowledge of a variety of comparable communications systems and networks used within the Fire and Rescue Service (FRS) or emergency services.
- Knowledge of ITIL.
- Experience of working with an appreciation of budgetary requirements.

Progression Criteria

- Achieved ITIL foundation level.
- Completed a Level 3 Apprenticeship in an applicable and relevant area of technical focus.

- Developed practical and procedural knowledge in a specialist area and actively provide a major supporting role in that area of focus.
- Provide technical support including critical comms and complex network, software and hardware support which require providing second line level technical knowledge.
- Provide key insight and suggestions for areas where effectiveness could be improved or where efficiencies could be made
- Assist in the planning and development of the ICT Systems to enable the service to accomplish the needs of the present and the future.

Terms and Conditions

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Location:

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Car Parking:

Free Car Parking Facilities are available at LFRS Service Headquarters.

Pension:

Local Government Pension Scheme

Annual Leave Entitlement:

Green Book

The annual leave year for business support staff runs from 01 April to 31 March.

The scale of annual leave is as follows: -

Up to spinal column point 13

0-5 years: 23 days

5-9 years: 28 days

10 years and above: 28 days

Spinal Column Points 14-19

0-5 years: 26 days

5-9 years: 28 days

10 years and above: 29 days

Spinal Column Points 20-36

0-5 years: 28 days

5-9 years: 28 days

10 years and above: 31 days

Spinal Column Point 37 and above

0-5 years: 29 days

5-9 years: 29 days

10 years and above: 32 days

Plus, bank holidays, plus 2 extra days which are accrued and taken if in post at Christmas/New Year. Staff employed at Lancashire Fire and Rescue Service Headquarters are also required to take some additional annual leave to facilitate the Christmas closure.

Other Terms and Conditions:

(Delete as appropriate)

- National Joint Council for Local Government Services.
- Lancashire Fire and Rescue Service operates a flexi-time scheme.
- Essential or Ad Hoc Car User

Car Categorisation

None

Clearances:

- Satisfactory references
- Standard Disclosure and Barring Service Check
- Occupational Health Assessment

It is unacceptable for any Lancashire Fire and Rescue Service employee to be under the influence of alcohol or illegal drugs at work. Such employees pose unnecessary risks to themselves and to their colleagues. (Further, the behaviour of those who work in safety critical roles and safety critical support roles can affect both the safety of members of the public and public confidence in the Authority.

Lancashire Fire and Rescue Service has legal obligations under the Health and Safety at Work Act 1974 to take reasonable steps to ensure the safety of its employees, and employees are obliged not to endanger the health or well-being of others by their act or omissions.) Optional for uniformed grey and green book staff

To this end, Lancashire Fire and Rescue Service will screen all candidates selected for employment for illegal drugs and alcohol. This will be carried out at our Occupational Health Unit, under strict protocols and confidentiality. Any candidate who refuses to be screened will not be employed. Any candidate who tests positive for illegal drugs or unsafe levels of alcohol will not be employed.