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Job Description

Post Title:	ICT User Support		
Directorate:	Service Support		
Department:	Information and Communication Technology (ICT)		
Location:	Birstall Headquarters (HQ)		
Grade:	E	**Date:**	October 2026

Responsible To:	ICT Manager

Liaises With:	Service users, ICT colleagues, suppliers, contractors and partner organisations

Purpose of Job:

To provide friendly, responsive and professional first-line ICT support, helping colleagues use ICT equipment, systems and services effectively and securely. The role provides the opportunity to develop a broad range of ICT skills. This includes working as part of a 4 person out of hours rota that provides 24-hour ICT support for critical issues that could impact a Blue-Light Service.

Main Activities, Duties and Responsibilities:

User Support and Service Delivery

- Provide friendly, responsive and professional first-line ICT support in person, by telephone, email and through the Service Desk.
- Listen to users, understand the impact of their issue and keep them informed throughout its resolution.
- Log, prioritise, investigate and resolve incidents and service requests within agreed timescales, escalating where appropriate.
- Diagnose problems affecting devices, software, accounts, connectivity and communications services using established troubleshooting methods.
- Configure, issue, maintain and recover computers, mobile devices, telephones and related equipment.
- Complete standard user, device and access changes in accordance with approved procedures and authorisations.

Systems, Security and Resilience

- Apply agreed security controls, including identity and access management, endpoint protection, system updates and secure configuration.
- Support backup, recovery and business continuity processes, investigating exceptions and carrying out recovery tests as required.
- Administer and support Microsoft 365, Active Directory / Entra ID and other ICT services within defined permissions and procedures.
- Support wired and wireless networks, including troubleshooting TCP/IP, DHCP and DNS.

- Support telephony, mobile devices, radios and pagers, working with specialist colleagues and suppliers where required.

Knowledge, Documentation and Improvement

- Develop and maintain knowledge of the hardware, software and services supported by ICT, using technical information and guidance to resolve unfamiliar problems.
- Maintain accurate Service Desk and asset records, and contribute to user guidance, technical notes and knowledge articles.
- Identify recurring incidents and opportunities to improve the user experience or efficiency of the service.
- Provide practical support for projects, testing and the implementation of service changes.

Working with Others

- Work with ICT colleagues, system owners and suppliers to progress incidents and problems that require specialist or second-line support.
- Explain technical information clearly and help users make secure and effective use of ICT services.

Special Features

- Promote, uphold and act in accordance with the Service values: Professional, Positive and Honest.

Other

- Carry out all duties in accordance with LFRS equality, diversity and inclusion, health and safety, information governance and security requirements.
- Represent LFRS professionally when working with suppliers, contractors, partner organisations and other fire and rescue services.
- Undertake other duties commensurate with the grade and general character of the post, as reasonably required.
- The post forms part of the four-person ICT out-of-hours support rota, providing support outside normal working hours for incidents affecting operational response. This includes diagnosing and resolving incidents where possible, identifying workarounds, escalating issues where required and maintaining appropriate stakeholder communication. Full training will be provided before joining the rota, normally following successful completion of probation. Participation attracts a pensionable allowance of 20% of base salary, with additional TOIL arrangements for bank holiday cover and qualifying overnight work.

This job description describes the principal duties and responsibilities of the post. It is not exhaustive and may be reviewed as service requirements change, without altering the general character or level of responsibility of the role.

Additional Information for Job Evaluation

Budget Directly Responsible For:	£0
Budget Indirectly Responsible For:	£0
Number of employees Responsible For:	0 (no direct line management responsibility)
Qualifications and Experience Required:	A-level standard education, a relevant ICT qualification, or equivalent practical experience in ICT support.