



JOIN US

ICT ENGINEER – SERVICE DESK
APPLICANT INFORMATION PACK



**Gwasanaeth Tân ac Achub
De Cymru**

**South Wales
Fire and Rescue Service**

RAISING AWARENESS - REDUCING RISK

WHO WE ARE

“Compassion to Care, Courage to Act”

We are South Wales Fire and Rescue Service and our vision, mission and values are what drives and motivates our people to make South Wales safer, by reducing risk. We aim to protect and serve all across the 10 Unitary Authorities that make up our diverse area, working in partnership with our colleagues in other frontline services.

We employ around 1700 people across South Wales in a mix of Operational and Corporate roles, with most of our corporate staff being based at our headquarters in Llantrisant.

The frontline services provided by South Wales Fire and Rescue Service Operational Staff are supported by a number of teams, which fulfil administrative and technical roles. Operational and Corporate Staff work closely together to provide a high level of service for the communities of South Wales.

Diversity, Inclusion, Cohesion and Equity are a priority for South Wales Fire and Rescue Service and we have a commitment to endeavour to reflect the communities that we serve.

ROLE PROFILE

Please apply by: 02/05/2025

Shortlisting is anticipated to take place: 06/05/2025

An exciting opportunity has arisen within the ICT Department based at Fire Service Headquarters, Forest View Business Park, Llantrisant for the role of ICT Engineer within the Service Desk Team.

Technology is a critical component in how South Wales Fire and Rescue Service support the delivery of its day-to-day activities.

Whether it is mobilising our crews to operational incidents, ensuring they have access to risk critical information, or supporting back-office functions in the management and control of our resources, technology touches every part of our Service

The successful applicant will provide 1st and 2nd line technical support, diagnostics, system support, advice, maintenance, and repairs within the ICT Department.

Candidates must also be able to demonstrate experience in Service Desk/Technical Support environment, and use of a ticketing and workflow management system.

Applications are invited from candidates with suitable experience as outlined in the Person Specification. The successful candidate may be subject to a satisfactory Disclosure & Barring Service criminal record check and may be required to undertake a Drug and Alcohol Test prior to an appointment being made.

- **Contract:** Permanent
- **Grade:** 9
- **Salary:** £33,366.00 - £35,235.00
- **Hours of Work:** 37
- **Directorate:** Information, Communication and Technology
- **Job Ref:** 503264
- **Location:** Llantrisant

JOB DESCRIPTION

This job description refers to the main purpose and responsibilities of the post. It does not necessarily list in detail all of the tasks required to carry out these responsibilities. This job description will be reviewed as and when necessary to ensure that it meets the Service's business requirements.

Responsible to: **The Manager for the role**

Responsible for: **Any direct line management responsibility**

To provide incident resolution, service, support and advice in all areas of Information Communication Technology; including user access, hardware, software and critical ICT systems of South Wales Fire & Rescue Service.

DUTIES AND RESPONSIBILITIES

1. To implement South Wales Fire & Rescue Service's ICT Strategy.
2. To maintain physical and data security of the organisation's ICT equipment, services and systems. To prevent illegal access and provide security protection for business and personal information for GDPR and relevant legislation.
3. To maintain the integrity of South Wales Fire & Rescue Service's infrastructure.
4. ICT Incident Management: to undertake restoration of normal operations as quickly as possible with the least possible impact on either the business continuity or the user and as efficiently as possible with regard to resource and cost.
5. ICT Change Management: to undertake standardised methods and procedures for efficient and prompt handling of all changes to the ICT environment.
6. Undertake effective handling of Problem management scenarios and appropriate escalation, mitigation and the management of client expectation.
7. Undertake transfer of relevant knowledge between teams and support desk to provide efficient and effective support processes in line with ITIL methodology.

8. To provide 1st and 2nd line technical support, diagnostics, system support, advice, maintenance, and repair for all aspects of ICT (including but not limited to);
 - Desktop devices, portable devices, mobile devices, printers
 - Microsoft Windows, Microsoft 365, Microsoft Teams Microsoft Active Directory
 - Microsoft Windows file and print servers: User account security and administration (permissions and passwords)
 - Remote Access support
 - Audio-visual multimedia support
9. To provide network and server administration to ensure levels of access are available as required
10. Update details of faults, request and incidents using the ICT Service Desk Ticketing system.
11. To update and maintain accuracy of the ICT hardware and software asset inventory using the ICT Service Desk Ticketing system
12. Provide liaison between Fire & Rescue Service staff and external contractors to ensure the work is carried out to the correct specifications.
13. To maintain the South Wales Fire and Rescue Service Information and Communications Technology systems in line with organisational and ICT processes and procedures.
14. To ensure the correct disposal of redundant equipment within the Waste Electrical and Electronic Directive and Hazardous Waste Regulations.
15. To provide training both ad-hoc and programmed for ICT equipment, systems and services as required.

In addition to the duties and responsibilities outlined above, the post holder will be required to:

1. Undertake any other duties commensurate with the grade and post.
2. Attend in-house and external training courses as required.
3. Co-operate fully with any scheme or pilot scheme introduced within the department or across the Service.
4. Apply the principles of the Service's Dignity at Work Procedure and Equality and Diversity Statement whilst carrying out their duties.
5. Protect children, young people or adults at risk from harm, reporting any safeguarding concerns using the Service's Safeguarding Procedure.
6. Adhere to Health & Safety and Wellbeing Legislation and Procedures and take reasonable care for the health and safety of self and others.

PERSON SPECIFICATION

ESSENTIAL

- ✓ Minimum HNC/HND or equivalent in ICT or relevant experience in an ICT environment.
- ✓ Experience in Service Desk/Technical Support environment, using service desk for ticketing and workflow management.
- ✓ Experience of administrating and first-line support for Microsoft 365 Technologies.
- ✓ A committed team player with the ability to communicate and work effectively within a team environment
- ✓ Ability to communicate technical issues effectively both orally and in writing to a wide range of audiences.
- ✓ Commitment to and ability to develop self and teams to improve organisational effectiveness.
- ✓ Ability to understand and apply relevant information to make appropriate decisions which reflect key priorities and requirements to resolve technical issues efficiently
- ✓ Ability to adopt a conscientious and proactive approach to work to achieve and maintain excellent standards.

DESIRABLE

- ✓ Ability to maintain a confident and resilient attitude in highly challenging situations.
- ✓ Ability to embrace and value diversity and demonstrates a fair and ethical approach in all situations.
- ✓ Understanding of Network Troubleshooting: to diagnose connectivity issues, including knowledge of protocols and configurations (TCP/IP).
- ✓ Ability to install, configure, and update hardware devices and software components.
- ✓ Technical competence in supporting Windows 10 or Windows Server instances.
- ✓ Experience in maintaining audio, visual and multimedia equipment
- ✓ The ability to communicate through the medium of Welsh

You may want to include additional information here such as: N.B This role involves frequent travel between sites throughout the South Wales area. The successful candidate must be able to travel independently

(Consider other information that may be pertinent at this stage)

THE APPLICATION PROCESS

Candidates should complete our shortlisting evidence form. This should address the questions below with a response that doesn't exceed 500 words per question (eg Maximum 2000 Words)

Question 1:
Minimum HNC/HND or equivalent in ICT or relevant experience in an ICT environment.

Question 2:
Experience in Service Desk/Technical Support environment, using service desk for ticketing and workflow management.

Question 3:
Experience of administrating and first-line support for Microsoft 365 Technologies.

Question 4:
A committed team player with the ability to communicate and work effectively within a team environment.

Question 5:
A committed team player with the ability to communicate and work effectively within a team environment.

Question 6:
A committed team player with the ability to communicate and work effectively within a team environment.

****Please note that due to the high volume of applications received, we are unfortunately unable to offer individual feedback at this early stage of the selection process.**

When answering the above questions, consider using a method such as STAR
This is a useful way to describe past experiences and to structure an answer by considering the **S**ituation, **T**ask, **A**ction and **R**esult to clearly showcase your accomplishment.

HOW TO APPLY

External Applicants

Please log in to our website at: www.southwales-fire.gov.uk/working-with-us/latest-vacancies

Select the role from the 'Current Vacancies' and click on the link for our e-recruit system.

Ensure that all sections of the application form are completed and remember to attach the supporting information that details your eligibility and addresses the shortlisting criteria directly.

Internal Applicants

Please log in to People XD/Core and navigate to 'current vacancies' to select the relevant position. Ensure that all sections of the application are completed and remember to attach the supporting information that details your eligibility and addresses the shortlisting criteria directly.

All Applicants

If you require this document in an alternative format, such as large print or a white or coloured background, or alternatively require a paper application form, please contact our Recruitment team at recruitment@southwales-fire.gov.uk or call us on 01443 232200 and we will endeavour to help as quickly as possible.

All documentation is available in both Welsh and English and we welcome communication in either language. Applications submitted in Welsh will not be treated less favourably. Candidates successful at the shortlisting stage will be given the opportunity to confirm their language preference for interviews and assessments (including paperwork, verbal introductions and interview questions). Arrangements will be confirmed following invitation to interview and may include translation and/or simultaneous translation

South Wales Fire and Rescue Service believes in the real value of having a diverse workforce and we proactively want to encourage applicants from all sectors of our community to apply.

ADDITIONAL INFORMATION

External Recruitment Checks

All external candidates will be subject to the following recruitment checks prior to appointment:

- Enhanced Disclosure and Barring Service (DBS) checks.
- Right to work checks.
- Medical, health and fitness checks.
- No current disciplinary warnings (Operational)
- Driver licence checks.
- Reference checks.
- Some roles may require security clearance level of vetting.

The NFCC Core Code of Ethics

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 & INCLUSION: We continually recognise and promote the value of EDI both within the SWFRS and the wider communities that we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations and celebrate difference.

This is the foundation for the values we hold at South Wales Fire and Rescue Service and will help us to create an environment that is welcoming, tolerant and safe, with no place for inappropriate behaviours and actions that threaten, disrespect or intimidate others

BENEFITS

Annual Leave – A generous annual leave allowance.

Employee Assistance Programme – The EAP provides confidential, impartial advice and support 24 hours a day, 365 days a year. The service is free for employees to access whenever they need.

Vivup – Award winning employee benefits provider that offers all staff a stack of health and wellbeing benefits and savings across a number of big brands.

Some of the perks on this platform include:

- **Cycle to work scheme**
- **Tusker car scheme**
- **Home and electronics discount**
- **Lifestyle Savings**

Flexi Time – Corporate staff are able to work flexi time. With core hours of 10am – 12pm and 2pm – 3pm; you can complete the balance of your hours anytime between 7am and 7pm.

Learning & Development – SWFRS recognise that well trained employees are key to success. With a dedicated Training Centre at Cardiff Gate and specialist training teams, there are plenty of opportunities to grow & develop new skills.

Gym - Wherever you are based as an employee of South Wales Fire and Rescue Service, access to our gym facilities is available to all, free of charge.

Health and Fitness Advisors - Our Health and Fitness Advisors monitor the fitness levels of operational staff. They can also offer health and fitness advice to all employees on request.

Firefighters' Charity - Every employee, along with their dependents, can be beneficiaries of the charity. The charity provides health and wellbeing support to the whole Fire Service community.

Car Parking – SWFRS does not charge for car parking at any of its sites.

Mind Blue Light Champions – As part of our ongoing commitment to health and wellbeing, we support the MIND Blue Light Programme. The programme offers mental health support for emergency services employees.

Occupational Health – The Occupational Health Unit aims to maximise the health and wellbeing efficiency of staff and to minimise the risks to which staff are exposed as a result of working practices and the environment.

Pension – Support staff are eligible to join the Local Government pension scheme, which is a defined benefit pension scheme. Employee contributions are based on your salary.

Sports and Social – Our sports and social section brings together employees from across departments. Photography, skiing, rambling, cycling, football, rugby, surfing and golf are just some of the shared interests.

Welsh Courses – South Wales Fire and Rescue Service recognize the importance of the Welsh language in the workplace and offers all employees access to Welsh language courses at a range of levels to suit all needs.

Disability Confident – We are proud to be a certified Disability Confident Committed Employer





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Recruitment & Retention Team
Fire Service Headquarters
Forest View Business Park
Llantrisant
CF72 8LX

Recruitment Line – 01443 232200
recruitment@southwales-fire.gov.uk



www.southwales-fire.gov.uk/working-with-us