SOUTH WALES FIRE AND RESCUE SERVICE
PERSON SPECIFICATION

DEPARTMENT	Information Communication Technology (ICT)
POST TITLE	ICT Engineer (Service Desk)
POST NO	503264-xx
GRADE	Grade 9
LOCATION	SWFRS, HQ

Within the Additional Information Section on the Application Form, it is important that you **address each of the Criteria highlighted and marked with an Asterisk*** on the Person Specification below. Within the Application Form we will also need to be able to identify that you have any Essential Qualifications recorded on the Person Specification.

Factor	Evidence	Essential/ Desirable	How Identified
Qualifications	**Minimum HNC/HND or equivalent in ICT or relevant experience in a service/support environment. ***	**Essential***	**Application*/ Interview**
Knowledge/ Experience	**Experience in Service Desk/Technical Support environment, using service desk for ticketing and workflow management. ***	**Essential***	**Application*/ Interview**
	Working knowledge of current Microsoft 365 Technologies*	**Essential***	**Application*/ Interview**
	Understanding of Network Troubleshooting: to diagnose connectivity issues, including knowledge of protocols and configurations (TCP/IP).	Desirable	Application/ Interview
	Ability to install, configure, and update hardware devices and software components.	Desirable	Application/ Interview
	Technical competence in supporting Windows 10 or Windows Server instances.	Desirable	Application/ Interview
	Experience in maintaining audio, visual and multimedia equipment	Desirable	Application/ Interview
	The ability to communicate through the medium of Welsh	Desirable	Application/ Interview

Personal Style	A committed team player with the ability to communicate and work effectively within a team environment*	Essential	Application*/ Interview
	Ability to maintain a confident and resilient attitude in highly challenging situations.	Desirable	Application
	Ability to embrace and value diversity and demonstrates a fair and ethical approach in all situations.	Desirable	Application
Intrapersonal	Ability to communicate technical issues effectively both orally and in writing to a wide range of audiences.	Essential*	Application*/ Interview
	Commitment to and ability to develop self and teams to improve organisational effectiveness.	Essential	Application/ Interview
Task	Ability to understand and apply relevant information to make appropriate decisions which reflect key priorities and requirements to resolve technical issues efficiently	Essential*	Application*/ Interview
	Ability to adopt a conscientious and proactive approach to work to achieve and maintain excellent standards.	Essential	Application/ Interview

The successful candidate will also be subject to satisfactory clearance checks.