



SWYDD VACANCY

ICT Service Desk Analyst Permanent 37 hours per week Conwy NWFRS Grade 04 £19,819 – £21,074 per annum

Provide a professional, approachable and relatable single point of contact for all ICT related matters, perform first line technical diagnostics and resolutions. Assisting with placing orders with 3rd party suppliers in the absence of the Business Support Analyst.

COMPETENCIES TO BE DEMONSTRATED

The role requires applicants who can demonstrate (with evidence) skills in the following areas:

Essential Requirements

- Knowledge of Microsoft based systems.
- The ability to liaise with people at all levels within the Service as well as members of the public and other visitors to the building.
- To meet deadlines and work under pressure.
- Work on own initiative and as part of a team.
- Work confidentially and with integrity.
- Full current driving licence.
- Successful clearance of NPPV Level 3 vetting process.
- **Level 4 Welsh - Speaking and Listening– Requires that you can;**
Keep up an extended casual work related conversation or give a presentation with a good degree of fluency and range of expression but may need to revert to another language to answer unpredictable questions or explain complex points or technical information. Contribute effectively to meetings and seminars within own area of work. Argue for/against a case.

Desirable Requirements

- Educated to HNC level in a related subject or equivalent experience.
- Previous experience working within an ICT environment.
- Flexibility in hours of work.

Closing date for receipt of application forms is 10am, 7 December 2018.

Please note, should you be shortlisted, assessments and interviews are scheduled to take place on the 17th – 19st December 2018.

The closing date will be strictly adhered to and no exceptions will apply.

Further details and application forms are available from the North Wales Fire & Rescue Service website, alternatively from the Human Resources Department on 01745 535280, or by e-mailing

Hrdesk@nwales-fireservice.org.uk.

We are an equal opportunity employer and welcome applications from all sections of the community. We welcome correspondence and calls in Welsh and English and we will respond equally to both and will reply in your language of choice without delay.

