



**ICT Support Officer**  
**Permanent 37 hours per week**  
**Conwy**  
**NWFRS Grade 06 £23,866 – £26,470 per annum**

To provide an efficient ICT support and maintenance service for NWFRS employees. To support and maintain IT, communications and multimedia services. To ensure that NWFRS gains the benefit of information and communications technology, so that it is used to maximise the efficiency and cost effectiveness of NWFRS.

**COMPETENCIES TO BE DEMONSTRATED**

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

**Essential Requirements**

- Educated to HNC level or equivalent in a related subject.
- Previous experience within an ICT environment.
- Good working knowledge of current and older Microsoft server based systems, operating systems and applications.
- Ability to work on own initiative and as part of a team.
- Ability to work confidentially and with integrity.
- Ability to drive and possess a full current driving licence.
- Ability to meet deadlines and work under pressure.
- Excellent communication skills.
- Self-motivated individual.
- Successful clearance of NPPV Level 3 vetting process.
- Level 2 Welsh - Speaking and Listening (to be achieved within probation period) – Requires that you can; Understand the gist of conversations in work. Respond to simple job-related requests and requests for factual information. Ask simple questions and understand simple responses. Express opinions in a limited way as long as the topic is familiar. Understand instructions when simple language is used.

**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 17<sup>th</sup> – 19<sup>st</sup> 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](mailto: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.*

