

SOUTH WALES FIRE AND RESCUE SERVICE
JOB DESCRIPTION

Department	Information Communications Technology (ICT)
Post	ICT Apprentice Engineer
Grade	Grade 3, progressing to Grade 9 over three years (subject to achieving qualifications)
Location	South Wales Fire & Rescue Service Headquarters
Responsible to	ICT Service Manager
Responsibility for Physical Resources	ICT Equipment

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.

MAIN PURPOSE OF THE POST

Under the guidance and supervision of suitably trained staff, to provide service, support and advice in all areas of Information Communication Technology; including user access, hardware, software and ICT systems of South Wales Fire & Rescue Service.

DUTIES AND RESPONSIBILITIES

To gain sufficient ICT skills and knowledge to achieve the Welsh Government Professional Competence for IT and Telecoms Professionals Level 3 Diploma, (1 year) followed by the Level 4 Diploma (2 years).

1. Logging and management of Service Desk calls for individual and team as required (use of Service Desk system).
2. Over time, and with support, to provide first line service support, maintenance, diagnosis and system support for all aspects of ICT including but not limited to:
 - a. Active Directory (Setting user accounts, permissions and passwords to ensure levels of access are available as required).
 - b. MS Exchange and MS Outlook client support
 - c. Universal Management Suite Consoles
 - d. ICT equipment at all locations (Servers, Thin Client, Desktop Computers, Laptops/Tablets, Printers etc.).
 - e. Wide/Local Area Network infrastructure and equipment at all locations
 - f. Software and Application and Database systems (SQL)
 - g. Mobile Data Terminals (located in service vehicles)
 - h. CISCO IP Telephony Systems
 - i. Mobile Telephony (Mobile and Smartphone management, setup and configuration)
 - j. Audio-visual, multimedia and CCTV equipment.
3. Where appropriate to provide second line service support and call elevation, maintenance diagnostics and system support for as listed above (a-j).
4. To maintain and update the ICT hardware and software asset inventory and ensure software licence compliance.

5. To maintain physical and data security of the South Wales Fire & Rescue Services' systems. To prevent illegal access, and provide adequate security protection and to assist in maintaining the integrity of South Wales Fire & Rescue Service's Network Infrastructure.
6. To maintain the South Wales Fire and Rescue Service Information and Communications Technology systems in line with ICT Policies and procedures.
7. To ensure the correct disposal of redundant equipment within the Waste Electrical and Electronic Equipment (WEEE) Directive and Hazardous Waste Regulations.

STANDARD SERVICE REQUIREMENTS

- To attend in-house and external training courses as required.
- Any other duties commensurate with the grade and post.
- To co-operate fully with any scheme or pilot scheme that shall be introduced within the department or across the Service.
- To implement the principles of the Service's Equal Opportunities and Diversity Policies and Welsh Language Schemes whilst carrying out the above duties.
- To adhere to Health & Safety Legislation/Relevant Service Policies and Procedures and to take reasonable care for the health and safety of yourself and other persons who may be adversely affected by your acts/omissions.

ORGANISATIONAL VALUES

In performing the above role, all employees of the Service are required to observe and promote the Service's Core Values to be, at all times:

- Professional
- Caring
- Respectful
- Dedicated
- Trustworthy
- Dynamic
- Disciplined
- Resilient

All documentation is available in both English and in Welsh and we welcome communication in either language.

SOUTH WALES FIRE AND RESCUE SERVICE
PERSON SPECIFICATION

DEPARTMENT	Information Communication Technology (ICT)
POST TITLE	ICT Apprentice Engineer
GRADE	Grade 3, progressing to Grade 9 over three years (subject to achieving qualifications)
LOCATION	South Wales Fire & Rescue Service Headquarters

Essential criteria marked in **bold with an asterisk*** will be used for short-listing purposes. Please ensure you address these requirements in your Application Form (under the 'Experience and Other Information' section). You should provide clear evidence that demonstrates you meet each area based on your skills, knowledge, experience and abilities relevant to the post.

Where a qualification is highlighted as being an 'Essential Criteria', you will be required to provide a copy of your Certificates with your Application Form.

Factor	Evidence	Essential/ Desirable	How Identified
Qualifications	5 GCSEs to Grade C or above including English, Mathematics and Information Technology <u>OR</u> equivalent qualifications (Essential Skills Level 2)*	Essential*	Application Form*/ Selection Process
Knowledge/ Experience	Knowledge of Microsoft Software including MS Office.*	Essential*	Application Form*/ Selection Process
	Experience of Windows Operating Systems.	Desirable	Selection Process
	Awareness of Enterprise Virtualisation Technologies.	Desirable	Selection Process
	Awareness of Database Security concepts and Procedures.	Desirable	Selection Process
	Knowledge of Network Technologies (WAN, LAN, TCP/IP).	Desirable	Selection Process
Personal Style	The ability to communicate through the medium of Welsh.	Desirable	Selection Process
	Ability to embrace and value diversity and demonstrates a fair and ethical approach in all situations.	Essential	Selection Process
Intrapersonal	Ability to work in compliance with both organisational policy and legislative guidance, respecting any sensitive information that is presented.	Essential	Selection Process
	Ability to communicate effectively both orally and in writing to a wide range of audiences.	Essential	Selection Process

	Ability to self-evaluate learning needs and actively seek learning opportunities. Ability to work independently and collaboratively with others.	Essential* Essential*	Application Form*/ Selection Process Application Form*/ Selection Process
Task	Ability to gather, review and assess information to make informed decisions to create practical solutions (i.e. problem solve).* Display an active awareness of the environment to promote safe and effective working.	Essential* Essential	Application Form*/ Selection Process Selection Process

PLEASE NOTE:

There is a requirement for the successful candidate to undertake the Welsh Government Professional Competence for IT and Telecoms Professionals Level 3 Diploma, (1 year) followed by the Level 4 Diploma (2 years).

Candidates who wish to be considered:-

- Cannot already be in possession of a qualification which is equal to or higher than the level 3 or degree level in the same subject area.
- Cannot be undertaking any other government funded qualification.

Where a candidate has yet to receive their GCSE results, they will be asked to produce projected grades.

Ability to travel independently in line with the requirements of the post and any training required.

The successful candidates will be subject to a satisfactory Disclosure and Barring Service check and be required to undertake a Drug and Alcohol Test prior to an appointment being made.

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