

SOUTH WALES FIRE AND RESCUE SERVICE
PERSON SPECIFICATION

DEPARTMENT	Information Communication Technology (ICT)
POST TITLE	ICT Engineer
POST NO	various
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*	Essential*	Application*/ Interview
	Working knowledge of current Microsoft Technologies*	Essential*	Application*/ Interview
	Technical competence and experience working with Network Technologies (WAN, LAN, TCP/IP)	Desirable	Application/ Interview
	Experience of hardware maintenance (desktop and mobile devices)	Desirable	Application/ Interview
	Technical competence in supporting Windows 10 or Windows Server	Desirable	Application/ Interview
	Experience working on SQL Server or Exchange	Desirable	Application/ Interview
	Experience in maintaining audio, visual and multi media equipment	Desirable	Application/ Interview
The ability to communicate through the medium of Welsh	Desirable	Application/ Interview	

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

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

