



ICT SERVICE DESK ADMINISTRATOR

**ICT Department
Grade 5,
Permanent Contract
37 hours per week
SALARY: from £24,294 to £24,702**

An exciting opportunity has arisen within the ICT Department based at Fire Service Headquarters, Forest View Business Park, Llantrisant for the role of ICT Service Desk Administrator.

The successful candidate will be responsible for providing the ICT Service Desk function, ensuring the recording of relevant information in an accurate and detailed manner, to assist in the prompt resolution of issues for the users of Fire Service ICT systems. They will also provide administrative support for all ICT procurement, including the processing and payment of invoices.

Candidates must also be able to demonstrate experience in a support role and have experience of using Microsoft Office. Experience of order processing is desirable, but not essential.

Applications are invited from candidates with suitable experience as outlined in the Person Specification. The successful candidate will undertake an enhanced Disclosure & Barring Service criminal record check (DBS) and will be required to undertake a Drug and Alcohol Test prior to an appointment being made.

We are a family friendly organisation, and a flexible working system is in operation.

Please note that this is a highly competitive process and only those who have fully demonstrated evidence against all the essential criteria on the person specification will go forward to the Selection Process.

All documentation is available in both Welsh and English, and we welcome communication in either language. Applications submitted in Welsh will not be treated less favourably. Candidates successful at the Shortlisting stage will be given the opportunity to confirm their language preference for interviews and assessments (including paperwork, verbal introductions, and interview questions). Arrangements will be confirmed following invitation to interview and may include Translation and/or Simultaneous Translation.

Application Forms should be completed online through our e-recruitment system, which can be accessed via our website: <https://www.southwales-fire.gov.uk/working-with-us/latest-vacancies/>

If a paper version is required, please email: personnel@southwales-fire.gov.uk

All internal applicants applying should apply via their COREHR portal, selecting "Current Vacancies" from the left-hand tab. Please note this does not currently apply for RDS vacancies.

The closing date for receipt of application forms is **29th February 2024 at 12:00 midday.**

South Wales Fire and Rescue Service believes in the real value of having a diverse workforce and we proactively want to encourage applicants from all sectors of our community to apply.

