



JOB DESCRIPTION

Department	Information Communications Technology
Post	ICT Service Desk Administrator
Post No	NU211
Grade	Grade 5
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 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

To provide the Service Desk operational administrative functions; to be the first point of contact for the ICT Department, providing accurate information allowing the prompt resolution of issues and undertaking procurement and budgetary administration to ensure prompt processing and payment of invoices for those in contact, or interacting with the ICT Department.

DUTIES AND RESPONSIBILITIES

1. To operate a computerised service desk system, ensuring the recording of all required information in an accurate and detailed manner, to assist in the prompt resolution of issues for the users of South Wales Fire & Rescue Service ICT systems.
2. To provide a first point of contact between Fire & Rescue Service staff and external contractors as appropriate in relation to the Service Desk operational support, administration, and procurement functions.
3. To assist in the prompt resolution of issues for the users of South Wales Fire & Rescue Service ICT systems.
4. To assist as part of a team in the continued use of policies, procedures, and processes consistent with industry best practices associated with the provision of the Service Desk operational support, administration, and procurement functions.
5. To provide administrative support for setting up user accounts, permissions, and passwords and to ensure levels of user operational access are available as required.

6. To ensure accurate information is provided for escalation of calls from 1st Line to 2nd line support. To maintain relevant, accurate records and documentation as appropriate.
7. To provide first line support and guidance where appropriate for Service Desk functions relating to faults and requests.
8. To assist in the maintenance, and accurate recording of ICT hardware and software within the Service Desk Asset Inventory and promote software licence compliance.
9. To provide accurate quotes, process indents, orders, invoices and payments for the procurement of all ICT revenue and capital purchases including entry onto computerised finance systems within Public Sector Guidelines and Frameworks
10. To provide administrative support to the ICT Department to assist in meeting the needs of the Service.
11. To promote the correct use and versions of software in accordance with the ICT Systems Encyclopaedia.
12. To assist as part of a Team to promote the correct disposal and provide accurate recording of redundant equipment disposals within the Waste Electrical and Electronic Equipment Directive and Hazardous Waste Regulations.
13. To assist as part of a team in maintaining the physical and data security of the South Wales Fire & Rescue Services' systems. To report illegal access and promote adequate security protection for business and personal information for GDPR and relevant legislation.
14. To assist as part of a team to promote South Wales Fire & Rescue Service's ICT Strategy

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

Date JD Created: 13/12/2023.

Author: Darren Smith – ICT Service Manager

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.

