



PERSON SPECIFICATION

DEPARTMENT	Information Communication Technology
POST TITLE	ICT Service Desk Administrator
POST NO	NU211
GRADE	Grade 5
LOCATION	South Wales Fire & Rescue Service Headquarters

Factor	Evidence	Essential/ Desirable	How Identified
Knowledge/ Experience	Experience of working in a Support Desk or technical support environment, providing a point of contact experience.	Essential*	Application/ Interview*
	Understanding of order processing.	Desirable	Selection Process
	Experience of using Microsoft Office, including (but not limited to) Excel and Outlook.	Essential*	Application/ Interview*
	Ability to communicate through the medium of Welsh.	Desirable	Selection Process
Personal Style	Ability to work in full compliance with Data Protection and confidentiality policies and procedures.	Essential*	Application/ Interview*
	An understanding and respect for people's differences. Committed to adopting a fair approach to others.	Essential	Selection Process
Interpersonal	Ability to communicate and transfer information effectively both orally and in writing to a range of different audiences.	Essential*	Application/ Interview
	Ability to work effectively with others both within the Fire and Rescue Service, contractors, and suppliers.	Essential	Selection Process

Task	<p>Ability to understand, recall, apply and adapt relevant information in an organised, systematic way to impart to others through multiple communication channels.</p> <p>Ability to troubleshoot and investigate problems/queries in line with the job description.</p>	<p>Essential*</p> <p>Desirable</p>	<p>Application/ Interview</p> <p>Selection Process</p>

