

**SOUTH WALES FIRE AND RESCUE SERVICE**  
**PERSON SPECIFICATION**

<b>DEPARTMENT</b>	Information Communication Technology (ICT)
<b>POST TITLE</b>	ICT Engineer (Applications Team)
<b>POST NO</b>	503264
<b>GRADE</b>	Grade 9
<b>LOCATION</b>	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.

<b>Factor</b>	<b>Evidence</b>	<b>Essential/ Desirable</b>	<b>How Identified</b>
<b>Qualifications</b>	<b>Minimum HNC/HND or equivalent in ICT or relevant experience in a service/support environment.*</b>	<b>Essential*</b>	<b>Application*/ Interview</b>
<b>Knowledge/ Experience</b>	<b>Experience in Service Desk/Technical Support environment. *</b>	<b>Essential*</b>	<b>Application*/ Interview</b>
	<b>Working knowledge of current Microsoft 365 Technologies. *</b>	<b>Essential*</b>	<b>Application*/ Interview</b>
	Experience of working with Microsoft Exchange, Microsoft SharePoint and Microsoft SQL.	Desirable	Application/ Interview
	Experience of systems development	Desirable	Application/ Interview
	Technical competence in supporting Windows 10 and Windows Server instances.	Desirable	Application/ Interview
	Ability to use analytical techniques and methods to troubleshoot and resolve issues.	Desirable	Application/ Interview
	The ability to communicate through the medium of Welsh	Desirable	Application/ Interview

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

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

