

SOUTH WALES FIRE AND RESCUE SERVICE
JOB DESCRIPTION

Department	Information Communications Technology
Post	ICT Trainer
Post No	503265
Grade	Grade 8
Location	SWFRS, HQ
Responsible to	ICT Applications 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 of 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 support the implementation of the ICT Strategy through providing training and technical support for all aspects of ICT

DUTIES AND RESPONSIBILITIES

1. To implement South Wales Fire & Rescue Service's ICT Strategy.
2. To work closely with members of the organisation in order to identify and support cost-effective ICT training solutions for all applications used within the service.
3. To design and deliver appropriate training to staff using various methods including: classroom, workshops, one-to-one tuition, e-learning and be delivered at any site within the Service.
4. To provide 1st line technical support, diagnostics, system support, advice, for all aspects of ICT.
5. Undertaking training outside of normal working hours to fit with firefighter shift patterns.

6. To advise on physical and data security of the organisation's ICT equipment, services and systems including data protection and GDPR.
7. To maintain the integrity of South Wales Fire & Rescue Service's infrastructure.
8. ICT Incident Management: to assist in restoration of normal operations as quickly as possible with the least possible impact on either the business continuity or the user and as efficiently as possible with regard to resource and cost.
9. ICT Change Management: to undertake standardised methods and procedures for efficient and prompt handling of all changes to the ICT environment.
10. Undertake effective handling of problem management including appropriate escalation, mitigation and the management of client expectation.
11. Undertake knowledge transfer between teams and support desk to provide efficient and effective support processes in line with ITIL methodology.
12. To update and maintain of the ICT hardware and software asset inventory.
13. To maintain the South Wales Fire and Rescue Service Information and Communications Technology systems in line with organisational and ICT processes and procedures.
14. To assist with the correct disposal of redundant equipment within the Waste Electrical and electronic Directive and Hazardous Waste Regulations.

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

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

