



ICT ENGINEER (SERVICE DESK)

ICT Department

Grade 9,

Post Number: 503264

Permanent Contract

37 hours per week

SALARY: from £33,366 - £35,235

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

Technology is a critical component in how South Wales Fire and Rescue Service support the delivery of its day-to-day activities.

Whether it is mobilising our crews to operational incidents, ensuring they have access to risk critical information, or supporting back-office functions in the management and control of our resources, technology touches every part of our Service

The successful applicant will provide 1st and 2nd line technical support, diagnostics, system support, advice, maintenance, and repairs within the ICT Department.

Candidates must also be able to demonstrate experience in Service Desk/Technical Support environment, and use of a ticketing and workflow management system.

Applications are invited from candidates with suitable experience as outlined in the Person Specification. The successful candidate may be subject to a satisfactory Disclosure & Barring Service criminal record check and may 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. To see the benefits of working with us, please visit: <https://www.southwales-fire.gov.uk/working-with-us/benefits/>

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 **14/01/2025 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.

