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| A close-up of a sign  Description automatically generated  **ICT Engineer – Service Desk**  **Shortlisting evidence Template** | |
| **Please complete the form below in FULL adhering to the 500-word limit for each of the shortlisting criteria (i.e. max of 3000 words). Then save in a Word document format and upload to the ‘supporting evidence’ section of the online application.**  **Please note that for shortlisting purposes we will be removing ‘Name’ and ‘National Insurance number’ and each candidate will be provided with a candidate number for anonymised shortlisting.**  **For any queries please contact** [**recruitment@southwales-fire.gov.uk**](mailto:recruitment@southwales-fire.gov.uk) **or for internal queries, please contact us via 24/7** | |
| **Full Name:** |  |
| **National Insurance Number:** |  |
| **Anonymised Candidate Number (to be completed by FRS HR team)** |  |
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| **Question 1: Minimum HNC/HND or equivalent in ICT or relevant experience in an ICT environment.** | |
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| **Question 2: Experience in Service Desk/Technical Support environment, using service desk for ticketing and workflow management.** | |
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| **Question 3: Experience of administrating and first-line support for Microsoft 365 Technologies.** | |
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| **Question 4: A committed team player with the ability to communicate and work effectively within a team environment.** | |
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| **Question 5: Ability to communicate technical issues effectively both orally and in writing to a wide range of audiences** | |
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| **Question 6: Ability to understand and apply relevant information to make appropriate decisions which reflect key priorities and requirements to resolve technical issues efficiently** | |
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| **Closing date – 02/05/2025** | |