



POST TITLE:	ICT Operational Support Officer
LOCATION:	Service Headquarters, Carmarthen
POST NUMBER:	
GRADE:	Grade 7
DEPARTMENT:	ICT Department
DIVISION:	N/A
SECTION:	N/A

	<u>ESSENTIAL</u>	<u>DESIRABLE</u>	<u>METHOD OF ASSESSMENT</u>
<u>QUALIFICATIONS/VOCATIONAL TRAINING/COMPETENCES</u>			
Industry training in networks, routing and associated technologies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and Certificates
Recognised industry Networking Qualifications	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form and Certificates
A levels and/or Degree in an ICT subject	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form and Certificates
Full Driving Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form

<u>KNOWLEDGE</u>			
Good knowledge of Networking hardware including Routers, Switches, Firewalls, Gateways, Access Points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Good knowledge of infrastructure cabling, including specifications, standards, use cases for both copper and fibre networks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Good knowledge of Wireless networks, including protocols, terminology, limitations and functionality	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Good knowledge of wireless communication devices such as digital radios.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Knowledge of emergency service in vehicle devices	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Knowledge of Fire Service specific in-vehicle devices	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form and interview
Excellent knowledge of network and data security and maintaining security	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Good knowledge of VLANs on a corporate network	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form and interview
Good understanding of redundancy and resilience of systems and networks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview

Good knowledge of running successful evaluations and running effective projects	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form and interview
Knowledge of emergency control rooms and the technologies they use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Excellent knowledge of end user support	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Excellent knowledge of basic ICT devices such as PCs, Printers, VOIP telephone etc – configuring, maintaining and troubleshooting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Excellent knowledge of Office365 and associated technologies	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form and interview

EXPERIENCE

Experience working with and getting the best out of contractors and suppliers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Experience sitting in meetings at a high level and being able to make reasoned and informed decisions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Good experience with specifying and creating business cases for ICT projects	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form and interview
Experience in troubleshooting and maintaining network, system and desktop devices	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Experience ensuring the security of networks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Experience in configuring and installing the infrastructure for a new site	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Understand public sector procurement rules and how to ensure compliance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form and interview
Ability to evaluate value for money effectively both with capital outlay and lifetime ROI	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Installation of communication devices in vehicles	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form and interview

JOB RELATED / PERSONAL SKILLS

Ability to work to tight deadlines	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Ability to work effectively in a busy environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Ability to work as part of a team	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview

Ability to manage differing priorities effectively	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Enthusiastic and committed approach to providing a quality service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Ability to manage time effectively as well as estimating time and resources required effectively	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Ability to manage own self directed learning	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview

COMMUNICATION SKILLS

English verbal and written skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Welsh verbal and written skills	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form and interview
Ability to communicate technical subjects well and with accuracy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Great communication to management and staff ensuring that you create effective communication channels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Working effectively with external suppliers of products and services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Work effectively in critical operational scenarios	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview
Confidently talk about the needs of the Fire Service in meetings with other emergency service peers and managers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form and interview

WHERE A CRIMINAL RECORD CHECK HAS BEEN IDENTIFIED AS RELEVANT TO THIS POST THE LEVEL OF CHECK AND JUSTIFICATION FOR CARRYING OUT SUCH A CHECK IS SPECIFIED BELOW:

STANDARD DISCLOSURE:

ENHANCED DISCLOSURE:

JUSTIFICATION: Will be working

PREPARED BY:	Head of ICT	DATE PREPARED:	April 2022
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