



Gwasanaeth Tân ac Achub
Canolbarth a Gorllewin Cymru

Mid and West Wales
Fire and Rescue Service

Technoleg Gwybodaeth a Chyfathrebu
Information and Communications Technology

JOB DESCRIPTION

TITLE OF POST:	ICT Training Officer
RANK / ROLE:	Grade 6
POST REFERENCE	
LOCATION:	ICT Department, Service Head Quarters, Carmarthenshire
RESPONSIBLE TO:	ICT Manager
MAIN PURPOSE OF ROLE:	Create and run training sessions and materials for the Service
DATE OF REVIEW:	August 2020
REVIEWED BY:	Dafydd Lawrence – Head of ICT

General Responsibilities

Schedule of Responsibilities	Responsible to
Help to ensure that the SLA for department is monitored and adhered to where practical for your role	Team Manager
To attend technical training and system familiarisation courses as and when required (including with require overnight stays)	Team Manager
To use (TNA) training needs analyses to assess existing levels of competence and determine future needs	Team Manager
Represent the ICT department in meetings, working groups and similar as required by your team leader or Head of ICT	Team Manager
Ensure all areas of the office, workshop and storage areas are kept clean and tidy, all stock is correctly labelled and, where appropriate, disposed of quickly through service policies.	Team Manager
Ensure staff are compliant with the ISPD and that all work carried out is done with respect to the policy and other Service policies such as Data Processing policies.	Head of ICT
To comply with health and safety guidelines and all other Service employment related policies	Head of ICT

Schedule of Responsibilities	Responsible to
To undertake any other duties as directed by your line manager or Head of ICT commensurate with wider departmental responsibilities	Team Manager/Head of ICT
Ensure any ICT requests for support are logged to the ICT helpdesk.	Team Manager
To help develop, disseminate and promote IT related good practices throughout the organisation including those relating to software security and licensing	Team Manager
Have a full driving licence. Be able to drive at all times in a safe and secure manner.	Team Manager
Helping to ensure the current Service objectives are delivered and reported on	Head of ICT
Help with any Audits of the department, systems or Software as required.	Head of ICT
Complete regular self-directed learning as required for your role or as directed by the Head of Department to ensure you have continuous personal development	Head of ICT

Role Specific Responsibilities

Schedule of Responsibilities	Responsible to
Deliver technical training to groups of up to 50 people in an engaging manner and conducive to technical learning	ICT Project Manager
Deliver training in a variety of ways, including face-to-face, interactive video conference training, webinars and pre-recorded video, to all staff levels in the organisation.	ICT Project Manager
Deliver training in a classroom (follow-along or set exercises) format	ICT Project Manager
Utilise good literacy and design skills suitable for creating engaging and easy to understand documentation utilising elements such as flowcharts, diagram, screenshots, photos and text.	ICT Project Manager
Create multi-level training courses from scratch and deliver that training, including refresher courses to staff	ICT Project Manager
Create video tutorials including screen recordings, voice over and basic video editing skills to create quality content.	ICT Project Manager
Understand new ICT related software, hardware and systems and translate that into documentation or training	ICT Project Manager

Schedule of Responsibilities	Responsible to
Train ICT colleagues in the use of new software, new ways of using software or new systems so they are able to support end users	ICT Project Manager
Ensure a knowledge and understanding of good security practices to ensure that it is given due prominence in ICT training and is easily understood by the participants	ICT Security and Compliance Manager
Create functional quizzes in different formats to test competencies of trainees or assess levels of expertise	ICT Project Manager
Seek out areas where efforts can be focussed to improve the ICT skillset of the organisation, through general organisational knowledge, focus groups or surveys.	ICT Project Manager
Responsibility for creating and running the ICT new user induction course for HQ support staff	ICT Project Manager
Increase digital literacy and digital inclusion across the service.	ICT Project Manager
Utilise advance notices of new features to software systems, such as office 365, to determine the usefulness of those features for the organisation and then create a bulletin or training as appropriate to the use of those new features to the relevant personnel or departments.	ICT Project Manager
Work with other departments such as POD and Training to ensure alignment and best practice for delivery of ICT training	ICT Project Manager

Schedule of Responsibilities	Responsible to
Manage, review and update training course and materials on a regular basis and as required	ICT Project Manager

- ❖ The responsibility for administering the contents of this job description lies with the post-holder.
- ❖ The post-holder should continually check this job description and any responsibility not included and any proposed variations should be the subject of discussion with the Line-Manager.
- ❖ Where difficulties arise that cannot be resolved by the Line-Manager reference may be made to the Head of Department who will consult with parties as necessary.