



ICT APPLICATIONS OFFICER

Information Technology Department, Conwy

Permanent, 37 hours per week

NWFRS Grade 06 £30,559 to £33,366 per annum



We are looking for an Applications Officer to join our busy ICT Department, which is normally located at our offices in Conwy.

This new role offers a unique opportunity to join a close-knit team of specialists in infrastructure, desktop support, transformation, and project management. Working closely with the ICT MIS Manager, the Applications Support Officer will play a pivotal role in maintaining the Service's applications, customising and developing tools for stakeholders, and providing essential support to staff in their use of these systems.

Your key responsibilities will include delivering expert guidance to users of ICT applications, troubleshooting issues, and ensuring that systems are configured, installed, and updated efficiently. You will also play a vital role in supporting the implementation of new applications, contributing technical expertise to ensure seamless integration and functionality.

Collaboration and communication are at the heart of this role. You'll need to build strong relationships with colleagues, customers, and stakeholders, ensuring that they receive clear, effective support and training tailored to their needs. Your customer-focused approach will be essential in helping staff feel confident and empowered when using the systems that underpin their work.

While technical skills are a priority, we also value the ability to communicate effectively and work collaboratively. Basic Welsh language skills are required for this role, but if you're not already proficient, we'll provide the necessary training to help you achieve Level 2 proficiency by the end of your 12-month probation period. Additionally, a standard DBS check is required for this position.

Although ICT often operates behind the scenes, it is the backbone of everything we do at North Wales Fire and Rescue Service. Ensuring our systems are running smoothly 24/7 is essential to our mission of protecting lives, property, and the environment. By joining our team, you'll play a direct role in helping us continue to make a real difference in the communities we serve.

For further details about the role, please refer to the information pack. To apply, please complete and submit your application pack by email to: recruitment@northwalesfire.gov.wales

**Closing date for receipt of application forms is 12.00
noon, 26/02/2025**

The closing date will be strictly adhered to and no exceptions will apply.

