



# ICT CUSTOMER SERVICE MANAGER

ICT – Conwy

Permanent, 37 hours per week

NWFRS Grade 08 £ 36,648 to £39,186 per annum



We are looking to appoint an ICT Customer Service Manager, who will be responsible for ICT support to join the ICT department based in Conwy.

The successful candidate will assist the Head of ICT in maximising the benefit of the Service's investment in technology. They will manage a team of technical staff, help share knowledge, bring new skills and create resilience within the team. As ICT underpins all areas of the Service, effective support for the users of this technology is essential in order for the Service to maximise its ability to meet all objectives.

For the Service to realise the benefits of its investment in technology, the successful candidate will provide support to users with a range of skills and abilities across all sectors of the Service. They will need to hold a degree level qualification in a related subject and/or have relevant experience in IT service management. They will also need to hold a project management qualification such as PRINCE2 or have experience delivering projects against a recognised framework.

The successful candidate will have the ability to motivate and develop staff, to make decisions and use initiative without immediate access to their supervisory manager. They will undertake and lead meetings with internal departments and stations, suppliers and supporting agencies, as well as associated government departments, emergency services and local authorities.

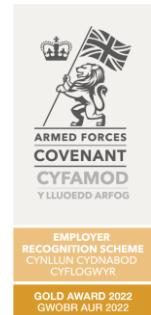
Applicants should note that the team are located in Conwy but the nature of the role means you may be required to work at different fire service locations, therefore some travel to other locations within the Service area may be required. We have an agile working policy to facilitate virtual and home working where practicable for the role, which can be discussed further during interview.

Please note that this post is subject to a successful Police Vetting check and satisfactory references. 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](mailto:recruitment@northwalesfire.gov.wales)

**Closing date for receipt of application forms is 12.00 noon, 13/09/24**

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



We are an equal opportunity employer and welcome applications from all sections of the community. We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

We welcome correspondence and calls in Welsh and English and we will respond equally to both and will reply in your language of choice without delay. Applications submitted in Welsh will be treated no less favourably than an application submitted in English.