

PERSON SPECIFICATION – HR029



Job Title	ICT Infrastructure and Security Specialist
Department	ICT
Job Family	Support

Category	No.	Requirements	Essential (E) or Desirable (D)	Evidence: A, I, P, O (see key)
Education & Qualifications	1.	4 GCSE passes - Grade A* - C / 9 - 4, including English and Mathematics or equivalent Level 2 qualification (including L2 functional skills), or higher-level relevant qualification	E	A
	2.	Educated to a relevant Level 4 qualification (or equivalent educational level) OR equivalent demonstrable working experience at this level working in an ICT Infrastructure and Support environment involving 3rd line specialist problem solving experience	E	A, O
	3.	ITIL Foundation	D	A, O
Knowledge & Experience	4.	Experience of working in an ICT environment - good knowledge and understanding of the ICT industry.	E	A, I
	5.	Experience of working with ICT infrastructure, and security design, understanding of both local and nationally mandated compliance.	E	A, O
	6.	Experience of project management, and dealing with multiple tasks at the same time	E	A, I, O
	7.	Demonstrates continued professional development across information technology fields	D	A, I
	8.	Experience of working in the Fire Service or other Public Sector Organisations	D	A, I
	9.	Knowledge of public sector budget management and procurement	D	A, I
Skills & Abilities	10.	Excellent communication skills and a positive attitude to internal/external customer care	E	A, I, O
	11.	Ability to effectively communicate business needs into solutions	E	A, I, O

	12.	Ability to recognises issues and generate solutions to achieve business improvement	E	I, O
	13.	Strong analytical problem-solving capability	E	A, I
	14.	Demonstrable project management skills with the ability to manage a number of projects at once	E	A, I
	15.	Demonstrates ability to manage risk	E	A, I
	16.	Ability to identify dependencies across risks and issues, and provide proactive solutions to reduce negative impacts	E	A, I
	17.	Works well within a team and independently	E	A, O
	18.	Excellent negotiating and influencing skills	E	A, I, O
	19.	Excellent organising, planning and documentation skills	E	A, I, O
Additional Requirements	20.	Full valid driving licence and be able to fulfil the significant travel requirements of the role. Use of own vehicle will be required.	* ₁ E	A
	21.	Prepared to undertake 'Best Endeavours' ICT support	E	A, I
	22.	Demonstrates a commitment to diversity and inclusion, adopting a fair and ethical approach to others	E	A, I
	23.	A willingness to undertake Health & Safety training and comply with statutory responsibilities under Health & Safety legislation.	E	I
	24.	Prepared to undertake specific training as a part of the induction process to develop understanding of Fire Service activities and acquire post entry skills	E	I
	25.	A willingness to travel and work throughout both Counties and outside the Service area as and when required	E	A, I

*₁ A Service vehicle may be available, please note Service vehicles are manual transmission only.

Key to Assessment

A) Application

I) Interview

P) Presentation

O) Selection Tests (Psychometric Testing / Job Related)