LEICESTERSHIRE FIRE and RESCUE SERVICE

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disability confident COMMITTED

Person Specification

Post Title:	**ICT User Support**		
Directorate:	**Service Support**		
Location:	**Birstall HQ**		
Grade:	**E**	**Date:**	October 2026

NFCC Leadership Framework Level: **Leading Yourself**

	Requirements: E = Essential D = Desirable	**E/D**	**Measure**
	Knowledge and Experience		
Service Delivery	Experience of providing ICT support in a workplace, educational, voluntary or comparable practical setting, including managing incidents or service requests through diagnosis, resolution or appropriate escalation.	E	1
	Experience of maintaining and developing technical knowledge and using research or guidance to resolve unfamiliar problems.	E	1
Organisational Effectiveness	Ability to manage and prioritise competing incidents and service requests, working to agreed priorities and timescales while keeping users informed.	E	2
	Understanding of business continuity, data protection, service resilience and the importance of following security and access controls within an ICT environment.	E	2,3
Personal Impact	Evidence of taking responsibility for own actions, following through on commitments and raising risks or unresolved issues promptly.	E	3
Outstanding Leadership	Ability to communicate technical information clearly and appropriately to users, colleagues, managers and suppliers, adapting the level of detail to the audience and purpose.	E	3
	Experience of working constructively with colleagues or suppliers, sharing information and contributing to team learning or improvement.	E	3
Job Specific	Working knowledge of common end-user hardware, operating systems, productivity software, mobile devices and related peripherals.	E	1
	Understanding of network connectivity and common troubleshooting technologies such as TCP/IP, DHCP, DNS, wired and wireless networking.	D	1
	Working knowledge of user and access administration, including Microsoft 365 and Active Directory or Entra ID.	D	1
	Experience of creating or maintaining support records, user guidance, technical notes or knowledge base articles.	D	1

	Experience of supporting telephony, mobile communications, radios, pagers or other operational communications equipment.	D	1

Skills			
Service Delivery	Ability to investigate technical issues methodically, identify likely causes and select proportionate solutions or escalation routes.	E	1,2
	Ability to work accurately and maintain clear, complete support records.	E	1
Organisational Effectiveness	Ability to follow authorised procedures, recognise the consequences of non-compliance and escalate requests outside agreed controls.	E	3
	Ability to adapt to changes in technology, service priorities and user requirements.	E	2,3
Personal Impact	Clear written and verbal communication, with the ability to listen to and understand issues from the user's perspective.	E	3
	Ability to provide a professional, patient, respectful and inclusive service, including when users are under pressure.	E	1,3
	Ability to work independently, organise own workload and seek support when appropriate.	E	2,3
Job Specific	Competent use of Microsoft 365 applications.	E	1
Equality and Fairness			
Minimum requirement	Knowledge of and commitment to equality, diversity and inclusion, with the ability to provide a respectful and inclusive service.	E	3
Public-facing requirement	The ability to converse at ease with members of the public and provide advice in accurate spoken English.	E	3
Qualifications and Training			
Academic / Professional / Job-related / Vocational	A-level standard education, a relevant ICT qualification, or equivalent practical experience in ICT support.	E	1,4
Other			
Must be willing to undertake the criminal record check required for the post.		E	4
Ability and willingness to travel regularly to LFRS locations and participate in the ICT out-of-hours support rota.		E	3

Measures
1 = Application Form
2 = Practical Test
3 = Interview
4 = Other (e.g. criminal record check or certificates)