



ICT APPLICATIONS APPRENTICE

Information Technology Department, Conwy

Permanent, 37 hours per week

Entry Level - NWFRS Grade 04 £27,694 to £28,598 per annum

Progressing to NWFRS Grade 06 £31,537 to £34,434 per annum



We are looking for an Applications Apprentice 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 and the Applications Officer, you will receive training and develop whilst studying towards a Digital Skills for Business Level 3 Diploma.

You will provide efficient Application Support for NWFRS employees and assist the MIS Manager in the delivery of ICT's Application Support whilst actively contributing to the ICT Department as a whole.

Your key responsibilities will initially include managing simple, minimal impact user queries with supervision whilst learning the supported business application and service desk process.

You will also learn and undertake upgrade processes, supplier interaction procedures, assist with configuration tasks and support simple problem solving.

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,
01/06/2026**

**An assessment centre will be held on Friday 12th June with
successful candidates being invited to interview on Friday
19th June 2026.**

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.

