



# DIGITAL TRANSFORMATION OFFICER

Information Technology Department, Conwy  
Permanent, 37 hours per week, Monday to Friday  
NWFRS Grade 06 £31,757 to £34,802 per annum

*(salary is inclusive of 8.5% allowance for out of hours working)*



We are looking for a Digital Transformation Officer to join our busy ICT department based in Conwy.

The ICT Support team are supporting the implementation of a number of ICT projects, including M365 and migration to Windows 11, whilst also providing day to day support to all users. Working as part of the ICT support team, the Digital Transformation Officer will be key to ensuring the transition is as smooth as possible to minimise disruption to users.

As a Digital Transformation Officer, you will be working independently on tasks, supported by a close-knit team that shares knowledge and best practice. You will be an effective communicator with a strong customer focused approach with the ability to develop and deliver training packages to an audience of varying technical abilities in an accessible and inclusive way.

There will also be a requirement for the postholder to work flexibly, Monday to Friday, to a non-standard pattern of work. This will include evenings three times a week, and once commenced, this will attract an additional 8.5% allowance. This non-standard working pattern will contribute towards the 37-hour week. To be discussed further at interview.

As a bilingual organisation, the successful candidate will require Level 2 Welsh language skills; if not demonstrated on application, this is to be achieved within a 12-month probation period, with support provided as appropriate.

Further information about the role and how to apply is available within the Candidate Information Pack available at:

[www.northwalesfire.gov.wales](http://www.northwalesfire.gov.wales)

**Closing date for receipt of application forms is  
12.00 on 17/06/2024**

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

