



THE ROLE

Incident Systems & Data Support Officer

Department: ICT
Role Code: ICT38
Grade: 6
Responsible to: Operational Systems & Data Officer
Responsible for: No line management responsibility
Date Revised: June 2026

Job Purpose:

To protect and save life, property and the environment by supporting and assisting the Operational Systems and Data Officer (OSDO) to proactively work across the team to provide systems administration, development and support, ensuring that Control and Operational systems (e.g. Guardian Command, ICCS, MDTs, Station End Equipment) are operating to their maximum potential, and delivering service improvements and efficiencies

Main Duties and Responsibilities:

- 1 Maintain data held in operational systems ensuring it is in line with national operation guidance and the national incident type list
- 2 Collaborate with Operation Department, Control, other key stakeholders and Users as appropriate, ensuring that any agreed changes or enhancements to systems are delivered in a controlled and effective way.
- 3 Responsible for resolving operational systems issues, ensuring system and data integrity - including quality, accuracy, security and usability of incident data, enhancing reporting capability. Carry out first line triage and resolution where possible of incidents and service requests for operational systems.
- 4 Assist with the management of the process workflows for the system
- 5 Undertake testing of all regular or ad hoc system upgrades, working with Control, ICT and System Providers
- 6 Collaborate with all relevant functions to ensure that any process/systems/system administration user guides are reflective of current functionality and agreed established best practice and are version controlled. Maintain a central directory

Role Profile

of those user guides and ensure that any documents published on the intranet are the current versions.

- 7 Ensure correct receipt, processing and storage of sensitive community risk information relating to the safe mobilisation of ECFRS Operational Resources in line with the Service's Safeguarding Policy.
- 8 Provide system support to Primary & Secondary Controls to ensure that Control operations are maintained in an effective, up to date and accurate manner.
- 9 Assisting the Operational Data Officer function with vital day to day updates and enquiries, including but not limited to:
 - The updating of links to DSP's within the Mobilising System which relates to Safe Systems of Work for both Control & Operational personnel.
- 10 Update Learning & Development with any system updates or changes for educational/ training purposes.
- 11 Provide updates and information (as and when agreed) to the systems Business owners.

Other Duties

- 12 Any other duties commensurate with the responsibilities and grading of the post.
- 13 Ensure continuous improvement of role and development of self and service.
- 14 Positively contribute to a safe work environment ensuring compliance with Health and Safety, Risk Management, Business Continuity and Safeguarding policy and procedure. Handle all personal information in adherence with the Data Protection Act 2018.