Job/Position Description: **Information Systems Support**

for Shropshire Fire and Rescue (IT Services)

General Requirements

Job/Position Description Description Profile	
Attribute	Description
Default Language	English
FTE count for this job/role	1.0
Creation Date	Sep 29, 2025
Version Number	3
Prepared By	
Job or Role	Job/Position Description
Job/Role Refence	SFRS_ICT_020
Seniority	
Reporting to	Information Systems Team Leader
Employment Status	Permanent Full-time
Department or Function	Digital and Data
Location	Headquarters, Shrewsbury
Purpose and Scope	The role of Information Systems Support works in the Information Systems Team. It is a key support role in ensuring the computer applications used by 23 fire stations, the firefighters and support staff within those stations who all support the Shropshire Fire and Rescue Services (SFRS) aim of making Shropshire a safer place. The Team supports and administers numerous applications used by SFRS, the major ones relating to community and business fire safety, human resources and payroll, staff rotas, GIS data and capturing risk information. The role will support Information Analysts in the management of ICT business applications to ensure they meets business needs, is used to a high standard and its full potential.
Key Accountabilities	The Information Systems Support will be responsible for: · The day-to-day support, maintenance and basic administration of corporate information systems. · Developing a working knowledge of the corporate information systems and applications they are responsible for and providing support for other applications when required. · Assisting in the production of reports and basic data analysis. · Supporting and educating end users in the use of supported applications. System Administration · Routine operation, configuration and maintenance of supported information systems in line with corporate guidance and policies to meet business needs. · Ensure access to data is managed securely by following defined security policies, good practice and ISO standards, and recording any changes. · Assist in the implementation and testing of new releases, upgrades and functionality of supported systems, and record changes to support service documentation.

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	· Support the review of application usage to identify minor improvements that benefit the business. · Be the first point of contact for resolving issues and queries from users and stakeholders. Working with the Systems Analysts to ensure resolution is managed within agreed service levels. · Maintain records of application changes to contribute to service documentation. Support, Advice and Guidance · Be the first point of contact to support end users in the use of supported applications. · Provide basic training and support for end users. · Develop, review and maintain user guidance notes in various formats. · Attend relevant local and national user groups when required. Practices and Procedures · Ensure supported systems and applications are used in accordance with Shropshire Fire and Rescue Service policies and procedures. · Promote effective use of applications to meet business needs. · Support the implementation of robust practices and procedures for data collection in corporate systems, ensuring consistency and quality, and help document and promote these practices. Information and Reporting · Ensure reports are made available securely and in line with data protection policies. · Support data imports from external sources. · Ensure supported applications comply with GDPR, ISO standards and internal audit requirements. To carry out such other duties as may be directed, commensurate with the grading of the post.
Key Processes	
Education Requirements	Essential - GCSE English grade A to C (9 to 4) or equivalent - GCSE Mathematics grade A to C (9 to 4) or equivalent Desirable - A Levels, HND, or equivalent in computing / computer science / Information Management Systems/ Business Studies - ITIL level training or qualifications
Qualification Requirements	
Other Requirements	Essential - Awareness of the Data Protection Act and the Freedom of Information Act

	- Proven experience of administrating and supporting information systems - Proven experience of using Microsoft Office applications effectively - Ability to communicate clearly and effectively, both orally and in writing, with staff at all levels of strategic and technical understanding - Resourcefulness and ability to persevere with problem solving - Attention to detail and an ability to work to a high standard of quality - Ability to prioritise and manage diverse workload with minimal supervision - Ability to learn and understand standard software packages - Build and sustain effective working relationships with colleagues and external agencies - Work as part of a small team with a number of conflicting priorities - Have good attention to detail in all areas of work - To work in a methodical and logical manner - Carry out duties in a confident, professional and friendly manner Desirable - ISO8000 Data Quality Standards - ISO27001 Information Security - Experience of using a SharePoint repository and SharePoint applications - Experience of creating documentation and procedures relating to information systems - Experience providing training and guidance for computerised solutions - Experience of working with projects and in a project team - Experience of Microsoft Power Platform apps - Experience of SQL and database tables - Ability to analyse user needs and identify effective solutions - Ability to review systems and processes, and make recommendations - Programming language skills examples of but no limited to HTML/CSS - Demonstrate personal commitment, development, enthusiasm and the achievement of high quality standards
Customer Reference	

Generic Attribute Requirements

SFIA has been used in this Job/Position Description in 2 ways:

To identify the level of responsibility required to perform this Job/Position Description. This is done by looking at 5 key generic attributes - Autonomy, Influence, Complexity, Business Skills and Knowledge.
To identify the skills and levels required or desirable to perform this Job/Position Description

7	set strategy, inspire, mobilise
6	initiate/influence
5	ensure/advise
4	enable
3	apply
2	assist
1	follow

SFIA provide 7-level structure for both the level of responsibility AND professional skills, with some guiding words that act as a brief indicator, as shown in the table.

Based on the answers provided the Information Systems Support Job/Position Description has been assessed as requiring the following minimum generic levels of responsibility (LoR):

Generic LoR Name	Level Description	Guiding Words	No.
Autonomy	* Works under routine direction. * Receives instructions and guidance, has work regularly reviewed.	Assist	2
Influence	* Is expected to contribute to team discussions with immediate team members. * Works alongside team members, contributing to team decisions. * When the role requires, interacts with people outside their team, including internal colleagues and external contacts.	Assist	2
Complexity	* Performs a range of work activities in varied environments.	Assist	2
Knowledge	* Applies knowledge of a range of role-specific practices to complete tasks within defined boundaries and has an appreciation of how this knowledge applies to the wider business context.	Apply	3
Collaboration	* Understands the need to collaborate with their team and considers user/customer needs.	Assist	2
Communication	* Communicates familiar information with immediate team and stakeholders directly related to their role. * Listens to gain understanding and asks relevant questions to clarify or seek further information.	Assist	2
Improvement mindset	* Proposes ideas to improve own work area. * Implements agreed changes to assigned work tasks.	Assist	2
Creativity	* Applies creative thinking to suggest new ways to approach a task and solve problems.	Assist	2
Decision making	* Uses limited discretion in resolving issues or enquiries. * Decides when to seek guidance in unexpected situations.	Assist	2
Digital mindset	* Has sufficient digital skills for their role; understands and uses appropriate methods, tools, applications and processes.	Assist	2
Leadership	* Takes ownership to develop their work experience.	Assist	2
Learning and development	* Absorbs and applies new information to tasks. * Recognises personal skills and knowledge gaps and seeks learning opportunities to address them.	Assist	2
Planning	* Plans own work within short time horizons in an organised way.	Assist	2
Problem solving	* Investigates and resolves routine issues.	Assist	2
Adaptability	* Adjusts to different team dynamics and work requirements. * Participates in team adaptation processes.	Assist	2
Security, privacy and ethics	* Has a good understanding of their role and the organisation's rules and expectations.	Assist	2

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Job/Position Description: **Information Systems Support**

Professional Skill Requirements

SFIA8 describes 121 professional skills, each at several of the 7-levels. The skills below have been selected as most relevant for performance of the Information Systems Support Job/Position Description. These are shown below, along with an indication of whether they are required or merely desirable.

LEGEND

R = The skill at this level is **Required** **D** = The skill at this level is **Desired**

Job/Position Description SFIA Skills Profile

Category	Sub Category	Skill	Code	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7
Strategy and architecture	Governance, risk and compliance	Quality assurance	QUAS		R	D				
Strategy and architecture	Advice and guidance	Methods and tools	METL		R	R				
Change and transformation	Change analysis	Business situation analysis	BUSA		R	D				
Development and implementation	Data and analytics	Data analytics	DAAN		R					
Delivery and operation	Technology management	System software administration	SYSP		R	D				
Delivery and operation	Technology management	Configuration management	CFMG		R					
Delivery and operation	Technology management	Release management	RELM		R					
Delivery and operation	Security services	Identity and access management	IAMT	R	R					
Delivery and operation	Data and records operations	Records management	RMGT	R	R					
Relationships and engagement	Stakeholder management	Supplier management	SUPP		R	D				
Relationships and engagement	Stakeholder management	Customer service support	CSMG	R	R					

Job/Position Description Skill Attributes (if any)

The table below contains a list of required Skill Attributes for this Job/Position Description as they relate to SFIA skills.

Skill	Code	Attributes

Additional Framework Requirements (if any)

Category	Competency	Level	Description

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The level descriptions shown below are those identified as required or desirable for this Job/Position Description.

Quality assurance (QUAS)
Overall description - Assuring, through ongoing and periodic assessments and reviews, that the organisation's quality objectives are being met.

Level	Level Description
2 (Required)	Assists with quality assurance tasks under routine supervision. Supports the collection of data and evidence related to quality assurance. Assists in reviewing records to ensure compliance with quality standards. Helps identify and report quality issues and discrepancies.
3 (Desirable)	Contributes to the collection of evidence and the conduct of formal audits or reviews of activities. Examines records for evidence that appropriate testing and other quality control activities have taken place. Determines compliance with organisational directives, standards and procedures and identifies non-compliances, non-conformances and abnormal occurrences.

Methods and tools (METL)
Overall description - Leads the adoption, management and optimisation of methods and tools, ensuring effective use and alignment with organisational objectives.

Level	Level Description
2 (Required)	Provide routine support using agreed guidelines on the use of well-established methods and tools. Assists in configuring and maintaining methods and tools under routine supervision. Supports the creation and updating of documentation related to methods and tools.
3 (Required)	Provides support on the use of existing methods and tools. Configures and maintains methods and tools within a known context. Creates and updates the documentation of methods and tools. Identifies and resolves basic issues related to tool usage.

Business situation analysis (BUSA)
Overall description - Investigating business situations to define recommendations for improvement action.

Level	Level Description
2 (Required)	Assists in investigating business situations to help identify and analyse problems and opportunities, under routine supervision. Helps collect and organise data and information to support recommendations.
3 (Desirable)	Investigates straightforward business situations to identify and analyse problems and opportunities. Contributes to the recommendation of improvements. Follows agreed standards and techniques to investigate, analyse and document business situations. Engages with stakeholders under direction.

Data analytics (DAAN)
Overall description - Enabling data-driven decision making by extracting, analysing and communicating insights from structured and unstructured data.

Level	Level Description
2 (Required)	Assists in data preparation and analysis activities under direction. Processes and validates data to support analytics. Generates standard reports and insights using established tools and methods.

System software administration (SYSP)
Overall description - Installing, managing and maintaining operating systems, data management, office automation and utility software across various infrastructure environments.

Level	Level Description
2 (Required)	Assists with system software administration tasks under routine supervision. Supports the installation and configuration of system software. Helps monitor system performance and resource usage. Assists in documenting system software settings and updates.
3 (Desirable)	Monitors operational systems for resource usage and failure rates, to inform and facilitate system software tuning. Applies system software settings to optimise performance, enabling maximum throughput

	and efficient resource utilisation. Installs and tests new versions of system software. Assists in creating software implementation procedures, including fallback contingency plans.

Configuration management (CFMG)
Overall description - Planning, identifying, controlling, accounting for and auditing of configuration items (CIs) and their interrelationships.

Level	Level Description
2 (Required)	Applies tools, techniques and processes to administer, track, log, report on and correct configuration items, components and changes. Assists with audits to check the accuracy of the information and undertakes any necessary corrective action under direction.

Release management (RELM)
Overall description - Managing the release of new and updated services into production, ensuring alignment with business objectives and compliance standards.

Level	Level Description
2 (Required)	Assists with release management tasks under routine supervision. Supports the collection of data and information for release planning and scheduling. Assists in the preparation of release materials and resources. Helps document and maintain records of release activities. Participates in basic testing and quality assurance tasks and issue resolution.

Identity and access management (IAMT)
Overall description - Manages identity verification and access permissions within organisational systems and environments.

Level	Level Description
1 (Required)	Performs basic identity and access management tasks, including user account lifecycle management, under supervision. Maintains accurate records and follows established identity and access management protocols.
2 (Required)	Provides assistance for identity and access management operations, including automated role allocation and access control management. Engages in user identity lifecycle management, including account creation and deletion. Facilitates operation of identity and access management tools and self-service portals.

Records management (RMGT)
Overall description - Planning, implementing and managing the full lifecycle of organisational records.

Level	Level Description
1 (Required)	Follows detailed guidance to acknowledge receipt of records, including the capture of essential metadata. Delivers digital and physical records in line with agreed procedures.
2 (Required)	Assists in the collection, delivery and retention of records. Identifies and applies appropriate metadata. Uses established methods to transform records between formats or media, following organisational policies and procedures. Identifies and reports potential risks or issues related to information handling and security. Performs administrative tasks to maintain accessibility, retrievability, integrity, security and protection of records.

Supplier management (SUPP)
Overall description - Aligning the organisation's supplier performance objectives and activities with sourcing strategies and plans, balancing costs, efficiencies and service quality.

Level	Level Description
2 (Required)	Assists in the collection and reporting of supplier performance data. Assists with the routine day-to-day communication between the organisation and suppliers.
3 (Desirable)	Acts as the routine contact point between the organisation and suppliers. Supports resolution of supplier-related incidents, problems, or unsatisfactory performance. Collects and reports on supplier performance data.

Customer service support (CSMG)
Overall description - Managing and operating customer service or service desk functions.

Level	Level Description
1 (Required)	Receives and handles routine customer inquiries and requests, following established procedures. Accurately records customer interactions and maintains relevant records. Escalates complex issues to appropriate team members or departments.
2 (Required)	Responds to common customer service requests, providing information to enable fulfilment or resolution. Allocates unresolved calls, requests, or issues to appropriate functions. Contributes to the maintenance of customer service knowledge bases and documentation. Assists in monitoring customer satisfaction metrics.

General Notes from Job/Role Editor

No notes recorded