WEST YORKSHIRE FIRE & RESCUE SERVICE.

JOB DESCRIPTION.

POST TITLE:　　　　　ICT Digital Systems Developer SQL

GRADE:　　　　　　　Grade 6.

RESPONSIBLE TO:　　ICT Digital Systems and Intelligence Manager.

RESPONSIBLE FOR:　　None.

PURPOSE OF POST:　　To ensure that ICT Service delivery meets agreed KPI's and positive customer experience is achieved. To assist in the development and maintenance of applications in order to deliver solutions in response to organisational needs.

MAIN DUTIES AND RESPONSIBILITIES.

1. Uphold and successfully deliver the ICT Service Level Agreement within the Authority.

2. Ensure that all requests for ICT support, services or resources are dealt with according to set, agreed and documented standards/procedures, ensuring compliance with ITIL processes

3. Assist in the design and development of applications or systems to meet specific organisational requirements.

4. Monitor, develop and maintain existing systems and databases, including Performance Management, WYFiremap and other service support applications.

5. Play a key part in assisting the team with the support and rollout of data systems to meet the requirements of the organisation.

6. Assist with testing functionality relating to system changes and play a key role in the implementation of additional functionality.

7. Assist in the development, maintenance and documentation of systems, databases and interfaces including incident reporting, Fire Control and all other in house developed systems.

8. Provide ad-hoc data extracts from available systems to assist in other team activities and requests.

9. Assist in providing user support to deal with day to day enquiries. This will involve logging, prioritising, assigning and resolving issues as necessary.

10. Assist the IT Training team in the induction and progressive training of employees in new functionality.

11. Ensure data is treated with sensitivity and is dealt with as appropriate in compliance with relevant legislation and policies.

12. Provide guidance as required to lower graded members of the team and co-ordinate as necessary.

13. Make formal presentations to a wide variety of audiences including Senior Officers to make them aware of existing and new system functionality.

14. Raise support calls where necessary and liaise with 3rd party suppliers to resolve issues and implement new functionality.

15. Provide technical support to GIS Team as necessary in relation to mobilising and MDT functionality.

16. Ensure systems are developed and put in place to ensure accuracy, timeliness of reports and improve data quality across the organisation.

17. Undertake any other duties commensurate with the grade of the post as directed by the ICT Digital Systems and Intelligence Manager.

2 Second area:

18. To Implement and promote the Authority's:
    a) Health and Safety policies
    b) Equality and Diversity policies
    c) Information Security Management System policies
    d) Safeguarding policies
    e) Business continuity policy and contingency arrangements.

19. To demonstrate and uphold the service values and to promote the organisation in a positive manner.

20. Ensure functions can be maintained when disruptive events occur through the implementation of arrangements specified in the business continuity strategy/policy.

21. Responsibility for ensuring any data produced in relation to the post is accurate and current.

22. Responsibility to ensure full compliance with the General Data Protection Regulation and Data Protection Act 2018 and to ensure data security is maintained.

23. Undertake any other duties commensurate with the grade of the post as directed by line management.

PERSON SPECIFICATION/SHORTLISTING CRITERIA.

In order to be shortlisted for the post you will need to demonstrate your ability to meet the requirements of the role by giving clear, concise examples of how you meet each of the following person specification criteria on your application form.

You will only be shortlisted from the details in the application form if you meet all Essential criteria, i.e. items you must be able to do from day one to be able to perform the role. If a large number of applications are received, only those who also meet the Desirable criteria will be shortlisted, i.e. criteria you need to undertake the role, but which could be learnt during training.

There may be some criteria that are identified through 'Selection Process' only. You will only be assessed on these criteria during the selection process and not from your application form, this may involve tests, presentations, interview etc.

PERSON SPECIFICATION.

	Experience.	Essential/ Desirable.	Source.
1	Experience in Application development using ASP.net, C#, SQL server, JavaScript and HTML.	Essential.	Application / Test and Selection Process.
2	Technical experience and specialist knowledge of organisational databases including writing SQL scripts and building databases to meet system requirements.	Essential.	Application and Selection Process.
3	Ability to solve a variety of work related problems using own initiative.	Essential.	Application and Selection Process.
4	Experience of delivering structured and non-structured training programmes and presentations to a variety of audiences.	Desirable.	Application and Selection Process.
5	Experience of working under pressure for prolonged periods to meet deadlines with conflicting demands.	Essential.	Application and Selection Process.
6	Experience of working in the public sector – preferably a blue light service.	Desirable.	Application.

	Education and Training.	Essential/ Desirable.	Source.
7	Educated to degree level in an ICT related subject or equivalent professional qualification or equivalent relevant experience.	Essential.	Application and Selection Process.
8	ITIL Foundation certified or ability and willingness to undertake this qualification.	Essential.	Application.

	Special Knowledge and Skills.	Essential/ Desirable.	Source.
9	Understanding of complex database table structures, loading tools, API's and ETL's.	Essential.	Application and Selection Process.

10	Proven skills and knowledge in modern web development and database techniques.	Essential.	Application and Selection Process.
11	Proven knowledge of Microsoft Office applications.	Essential.	Application and Selection Process.
12	Ability to work as part of a team.	Essential.	Application and Selection Process.
13	Ability to communicate effectively both verbally and in writing and make presentations to a wide range of audiences including senior officers.	Essential.	Application and Selection Process.
14	A flexible approach in relation to the needs of the post.	Essential.	Application and Selection Process.
15	Ability to work independently, use own initiative, organise own workloads and make decisions.	Essential.	Application and Selection Process.
16	Ability to work under high levels of pressure to tight deadlines.	Essential.	Application and Selection Process.
17	Ability to maintain confidentiality and use discretion, tact and sensitivity as appropriate.	Essential.	Application and Selection Process.
18	Knowledge of the Authority's data quality policies and Information Governance Framework.	Essential.	Selection Process.
19	Demonstrate a commitment to the Authority's Equalities and Diversity Policy.	Essential.	Selection Process.
20	To hold and maintain a current full valid car driving Licence.	Desirable.	Application.

Updated January 2020, Grade updated following pay and grading assimilation.

Updated: July 2022. Wording reviewed.

Updated: Pay and Grading Review effective from 1 September 2022.