**ICT Business Analyst** **Job Description and Person**

**Specification**

**Devon and Somerset Fire and Rescue Service**

# Job description

Job title: ICT Business Analyst

Grade: Grade 7

Department: Data, Digital and Transformation

Reports to: Business Relationship Manager

Line manager responsibilities: None.

**Main purpose of job:**

Lead the assessment, testing, support, and development of ICT systems within the Service. Collaborate with stakeholders, document processes, evaluate software solutions, and ensure compliance with standards. Stay informed about technological advancements, and champion a customer-centric approach through user training and support initiatives, while embodying the Service's core values.

**Main Responsibilities and Duties:**

1. To play a leading role in collaboratively assessing the ICT applications, systems, data, and process implications arising from new initiatives. Actively engage with stakeholders, including end-users, to gather valuable input and insights.
2. To document “as-is” and “to-be” processes, produce proposals, requirements, specifications, and system/user documentation. Place a strong emphasis on creating user-friendly documentation that is easily comprehensible for end-users.
3. To evaluate software solutions to meet business needs and project manage the procurement and implementation of these solutions according to defined and accepted methodologies, ensuring that the selected solution aligns with the preferences and requirements of end-users. To maintain good relationships with suppliers, whilst negotiating cost effective solutions for the Service.
4. Where suitable external software solutions are not available, collaborate with software developers to articulate and document bespoke software requirements.
5. To manage/participate in the testing lifecycle of internally developed or 3rd party supplied ICT solutions.
6. To take responsibility for managing change as influenced or supported by web-based applications.
7. To advise the Service on Internet / Extranet / Intranet developments and standards, particularly as they relate to software, information provision and transactional services. Also to ensure adherence to appropriate standards in providing accurate, timely, relevant, reliable and cost-effective services.
8. To stay informed about developments in areas such as web software, browser interfaces, XML/GML, and other e-government standards. Evaluate how these technologies align with the business needs of the organisation, ensuring that recommended solutions contribute to the effectiveness of information systems. Collaborate with technical experts to bridge the gap between business requirements and technological advancements.
9. To keep abreast of national project developments such as Fire Control and to represent the Service on appropriate regional or national technical forums and on local partnership projects relating to web service delivery.
10. To keep abreast of all technological developments.
11. To deploy a customer service-oriented approach to work, proactively engaging in user training and support initiatives as needed. Contribute to the development of user-friendly training materials and resources, empowering users to make the most of ICT solutions.
12. To ensure that collation, storage and presentation of information complies with all data related legislation, with particular emphasis on the Freedom of Information and Data Protection Acts.
13. To maintain professional knowledge by networking, attending training courses, benchmarking other Fire Services and relevant organisations, reviewing professional publications, and meeting CPD requirements as appropriate.
14. To participate in the Personnel Performance & Development (PPD) Review process to identify personal training and development needs and to attend training events as directed.
15. To Act as an Assessment Development Assessor if required.
16. To maintain security and confidentiality of information, whether computer based or otherwise in line with legislation, i.e. Data Protection Act and all related DSFRS’s related Policies to include Data Protection Act 1998 Service Policy document.
17. To attend local, regional and national meetings or events as appropriate/required.
18. To actively promote the Service’s Core Values and comply with Equality and Diversity and all Service policies.
19. To perform tasks in a safe manner in accordance with Health and Safety policies.

**Core Values of the Service**

We are proud to help

We are honest

We are respectful

We are working together

Please follow this link to the Service Core Values [Behavioural Framework](http://www.dsfire.gov.uk/WorkingForUs/ACareerwithDSFRS/CoreValues.cfm?SiteCategoryId=13&T1ID=44&T2ID=372)

Signed acceptance of the core values of the Service and agreement that the job description is a fair and accurate statement of the requirements of the job:-  
  
Job holder: Date:

Job holder’s manager: Date:

Designated senior manager (if applicable) Date:

##### Person specification

Grade: 7

Job title: Business Systems Analyst

## **Key competencies**

Competence in numerical and verbal reasoning

### **Essential and measured by application, test and interview**

Ability to develop innovative solutions to complex problem.

### **Essential and measured by application, test and interview**

Competence in ICT analysis and testing techniques

### **Essential and measured by application, test and interview**

Ability to develop good working relationships with computer user

### **Essential and measured by application and interview**

Flexible and adaptable in approach

### **Essential and measured by application and interview**

Good interpersonal skills

### **Essential and measured by application and interview**

Ability to take on new challenge.

### **Essential and measured by application and interview**

Ability to handle a varied workload and to be practical as well as conceptual

### **Essential and measured by application and interview**

Ability to work to standards and produce appropriate documentation.

### **Essential and measured by application and interview**

Ability to work effectively and efficiently both as an individual and as part of a team Ability to work effectively and efficiently both as an individual and as part of a team.

### **Essential and measured by application and interview**

Ability to communicate effectively at all levels, internally and externally, both verbally and in written communications

### **Essential and measured by application, test and interview**

Proven analytical and report writing skills

### **Essential and measured by application, test and interview**

Good organisation and prioritisation skills with the ability to complete work within agreed timescales

### **Essential and measured by application and interview**

Proven ability to maintain and respect confidentiality

### **Essential and measured by application and interview**

Competence in modern database and related development environments

### **Desirable and measured by application and interview**

**Work Experience**

Relevant experience of ICT systems and process lifecycle from requirements to implementation

### **Essential and measured by application and interview**

Experience of managing implementation of a complex 3rd party ICT system

### **Essential and measured by application and interview**

Experience of producing appropriate documentation

### **Essential and measured by application, test and interview**

Experience of working in the public sector

### **Desirable and measured by application and interview**

## **Qualifications and knowledge**

Evidence of continual personal development

### **Essential and measured by application and interview**

Knowledge of modern ICT methodologies and technologies

### **Essential and measured by application, test and interview**

Knowledge of web based technologies, including transactional development environments

### **Essential and measured by application, test and interview**

Knowledge of Process Mapping tools and techniques.

### **Essential and measured by application and interview**

Qualified to degree level.

### **Desirable and measured by application and interview**

## **Personal qualities and attributes**

Willingness to undergo Security Control/Vetting as required by the Service.

### **Essential and measured by application and interview**

High level of energy and resilience

### **Essential and measured by application and interview**

Customer service approach to work delivery

### **Essential and measured by application and interview**

Organised and methodical approach to work

### **Essential and measured by application and interview**

Operates with probity, e.g. awareness and adherence to all legislative regulations.

### **Essential and measured by application, test and interview**

Professional in Conduct

### **Essential and measured by application and interview**

Self-motivated

### **Essential and measured by application and interview**

Commitment to on-going continuous improvement

### **Essential and measured by application and interview**

Ability to travel to sites throughout Devon and Somerset and on occasions further afield.

### **Essential and measured by application and interview**

**Factor guides**

### **Supervision/management of people**

Level 1 Little or no supervisory responsibility other than assisting in work familiarisation of peers and new recruits.

### **Creativity and innovation**

Level 4 Creativity and innovation are essential to the job and need to be regularly exercised within general guidelines.

### **Contacts and relationships**

Level 3 Issues generally not contentious, but where the outcome may not be straight-forward. Within the Service, the advice or guidance would relate to issues which are less well established. Alternatively outside contacts would involve identifying details of service needs, assessment and initiating action to provide assistance, offering straightforward advice or delivering more comprehensive support and/or care.

### **Decisions – discretion**

Level 3 Work is carried out within programmes and objectives where there is a wide range of choices and where advice is not normally available and/or decisions where policy, procedures and working standards provide only general guidelines.

### **Decisions – consequences**

Level 2 Decisions which have a material effect on the internal operations of the post’s own or other departments or on the individual or the provision of service to the public.

### **Resources**

Level 1 Little or no responsibility for physical or financial resources

### **Work environment – work demands**

Level 2 Work subject to interruption to the programme of tasks but not involving any significant change to the programme.

### **Work environment – physical demands**

Level 1 Work requiring normal physical effort.

### **Work environment – working conditions**

Level 1 Work normally performed in a heated, lit and ventilated indoor environment; may be exposed to occasional noise or outside conditions.

### **Work environment – work context**

Level 1 Work involves minimal risk to personal safety of injury, illness or health problems arising from the environment or the public/clients.

### **Knowledge and skills**

Level 5 Ability to undertake work of a range of advanced activities:

**EITHER**

Applying to more than one function which requires detailed knowledge and skills in a specialist discipline;

**OR**

Applying to one function which requires detailed knowledge and skills in more than one specialist discipline