

## JOB PROFILE



|                                 |                                     |
|---------------------------------|-------------------------------------|
| <b>JOB TITLE:</b>               | Systems Support Officer             |
| <b>SALARY GRADE:</b>            | Grade 7                             |
| <b>JE REFERENCE:</b>            | A220                                |
| <b>DIRECTORATE:</b>             | Strategy and Performance            |
| <b>TEAM:</b>                    | Data and Technology                 |
| <b>LOCATION OF WORK:</b>        | Service Headquarters                |
| <b>HOURS OF WORK:</b>           | 35                                  |
| <b>DIRECTLY RESPONSIBLE TO:</b> | Applications and Technology Manager |
| <b>RESPONSIBLE FOR:</b>         | N/A                                 |

|                                    |                  |
|------------------------------------|------------------|
| <b>LEADERSHIP BEHAVIOUR LEVEL:</b> | LEADING YOURSELF |
|------------------------------------|------------------|

**MAIN JOB PURPOSE**

To provide systems support for a number of key corporate wide management information systems, including SharePoint Online, Power Platform, MapInfo Geographical Information System and other Fire Service applications. **Although previous experience of supporting applications is required, it does not have to be specific to MFRS applications, as on the job training will be provided.**

To assist the Applications and Technology Manager with improving business processes including data collection, data validation / verification and overall process automation.

The post holder will be committed to, encourage and promote the values of MFRS, the National Core Code of Ethics for Fire & Rescue Services, and act in accordance with our Ground Rules.

**KEY AREAS OF RESPONSIBILITY**

1. To provide effective and efficient systems support to users of corporate applications by liaison with internal staff and external software suppliers.
2. Develop and maintain the MFRS Intranet Portal and document management system (SharePoint).
3. Create data capture forms using a variety of different tools such as Microsoft Forms, Power Apps and SharePoint lists.
4. Use Power Automate and similar tools to create workflows to automate and improve processes.
5. To test internally developed applications and record the results appropriately.
6. To assist with the administration of backend SQL databases, together with troubleshooting performance issues.
7. Keep abreast of evolving information system technologies in order to carry out the duties of the role as effectively as possible, making recommendations and when necessary, advancing the systems in the most appropriate direction to ensure all products remain viable.
8. Form part of a team which provides a data, information and systems management service.
9. To produce mapping and associated geographical information in support of the production of management information.

10. To carry out upgrades and service pack installations on corporate wide management information systems.
11. To perform regular updates of address and map base data.
12. Through the use of relevant reporting tools, compile and distribute datasets, and create utilities where possible to automate common reports and proactive monitoring.
13. Provide training and support to MFRS staff in the use of a number of corporate systems.
14. Produce documentation and guidance notes relating to key procedures.
15. Assist the Applications and Technology Manager with the development and implementation of ITIL standards for all supported systems.
16. To undertake any other duties deemed suitable by the Authority commensurate with the grade.

## VALUES, BEHAVIOURS AND CODE OF ETHICS

As detailed in the Authority's CRMP, the Leadership Message clearly states our Values.

### We serve with **Courage**

- By never settling for the status quo
- By being decisive and calm under pressure
- By having determination to see things through
- By being prepared to fail
- By celebrating diversity and being open to new opportunities and challenges
- By setting high standards and not being embarrassed for doing so
- By challenging ourselves to be better

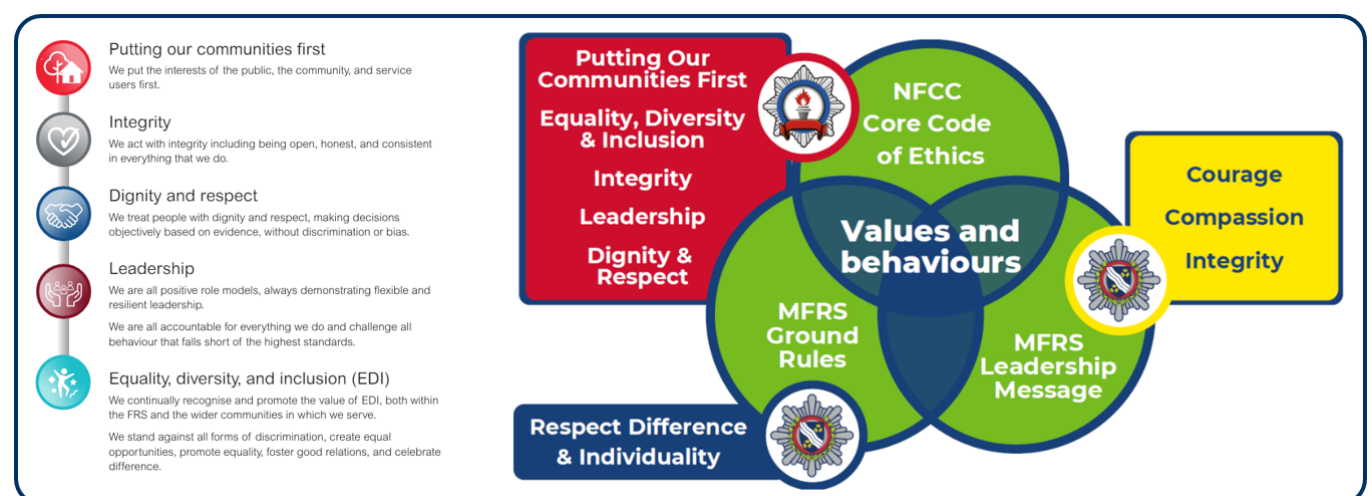
### We serve with **Integrity**

- By doing the right thing even when it is hard or no one is looking
- By leading by example
- By standing up for what matters
- By being open, honest and fair
- By making decisions based on facts
- By explaining the why
- By being consistent
- By always doing what we say we are going to do

### We serve with **Compassion**

- By acting with empathy and kindness
- By actively listening - hearing what is being said
- By going the extra mile to help
- By looking after and supporting each other, noticing what is going on for people
- By recognising each other's contribution
- By creating a sense of belonging
- By embracing and understanding difference

The National Core Code of Ethics for Fire & Rescue Services sets out five Key Principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour. The code is complemented by MFRS's Ground Rules, which outlines how we welcome difference and individuality, create a sense of belonging in the most inclusive way and provide some key, simple rules surrounding how we act.



## LEADERSHIP BEHAVIOURS

### LEADING YOURSELF

|                               |                                                                                                                               |                                                                                       |                                                                                                 |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| <b>Personal Impact</b>        | I demonstrate Service values and behaviours.                                                                                  | I value inclusion and set a positive example to others.                               | I reflect on my own strengths and see the strengths of others (using colours).                  |
| <b>Outstanding Leadership</b> | I am an ambassador for the Service, taking pride and responsibility for the work we do and encouraging others to do the same. | I take responsibility and accountability for the quality of my own work.              | I role model proactively, learning new skills and behaviours.                                   |
| <b>Service Delivery</b>       | I find out about my local community risks & associated behaviours to ensure we are offering the best service.                 | I plan ahead and prioritise my work, managing my time effectively to get things done. | I work to foster trust with others & build constructive working relationships to achieve goals. |
| <b>Org. Effectiveness</b>     | I know what the key organisational goals are and how I contribute.                                                            | I work within the organisation's policies, procedures and processes.                  | I continuously seek to improve my performance & share my ideas.                                 |

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| <b>Date job profile prepared / revised:</b> | Paul Terry, Sept 2026 |
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# MERSEYSIDE FIRE & RESCUE SERVICE

## PERSON SPECIFICATION



|                      |                         |                     |                          |
|----------------------|-------------------------|---------------------|--------------------------|
| <b>Job Title:</b>    | Systems Support Officer | <b>Team:</b>        | Data and Technology      |
| <b>Salary:</b>       | Grade 7                 | <b>Directorate:</b> | Strategy and Performance |
| <b>JE Reference:</b> | A220                    |                     |                          |

| QUALIFICATIONS & TRAINING  |                                                                                                                                                                                                                 | ESSENTIAL/DESIRABLE | ASSESSED BY |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-------------|
|                            | Educated to A' Level or equivalent                                                                                                                                                                              | E                   | PD          |
|                            | Evidence of continued professional development specifically in information systems                                                                                                                              | E                   | A & I       |
|                            | Educated to HND / Degree level or equivalent.                                                                                                                                                                   | D                   | PD          |
|                            | IT Infrastructure Library (ITIL).                                                                                                                                                                               | D                   | A & I       |
| KNOWLEDGE & EXPERIENCE     |                                                                                                                                                                                                                 | ESSENTIAL/DESIRABLE | ASSESSED BY |
|                            | A working knowledge of maintaining information management systems and improving data management techniques.                                                                                                     | E                   | A & I       |
|                            | Working knowledge of Microsoft SharePoint and Power Platform technologies such as Power Apps and Power Automate.                                                                                                | D                   | A & I       |
|                            | Good understanding of data management techniques and practices.                                                                                                                                                 | E                   | A & I       |
|                            | Detailed knowledge of relational databases and associated reporting techniques and tools e.g. Microsoft SQL Server Management Studio.                                                                           | E                   | A & I       |
|                            | Innovative ideas on improving information systems and processes.                                                                                                                                                | E                   | A & I       |
|                            | Experience of testing applications and recording the results.                                                                                                                                                   | E                   | A & I       |
|                            | Experience of using a geographical information system such as MapInfo to produce spatial management information.                                                                                                | D                   | A & I       |
|                            | Experience of providing systems support to users of corporate wide management information systems.                                                                                                              | E                   | A & I       |
|                            | Experience of producing documentation to support information management systems.                                                                                                                                | E                   | A & I       |
|                            | Experience of working as part of a team and alone.                                                                                                                                                              | E                   | A & I       |
|                            | Ability to fully use Microsoft desktop products.                                                                                                                                                                | E                   | A & I       |
| SKILLS & ABILITIES         |                                                                                                                                                                                                                 | ESSENTIAL/DESIRABLE | ASSESSED BY |
|                            | Excellent interpersonal skills with the ability to communicate effectively both verbally and in writing with a wide range of people in a clear and accurate manner.                                             | E                   | A & I       |
|                            | Ability to work independently and use own initiative to successfully meet deadlines.                                                                                                                            | E                   | A & I       |
|                            | Strong written and verbal communication skills.                                                                                                                                                                 | E                   | A & I       |
| WORK RELATED CIRCUMSTANCES |                                                                                                                                                                                                                 | ESSENTIAL/DESIRABLE | ASSESSED BY |
|                            | A commitment to model our values and behaviours; promoting a culture which embraces collaboration, inclusivity, high performance and wellbeing, striving to make a real difference to the communities we serve. | E                   | A & I       |
|                            | Meet the medical and fitness standard required for the role                                                                                                                                                     | E                   | MFRS        |
|                            | Basic/ Standard / Enhanced Disclosure Barring Service check (verification of unspent criminal records will be undertaken in the in the form of a basic/ standard / enhanced disclosure barring service check)   | E                   | MFRS        |

|          |             |          |           |           |                       |             |                                                                    |
|----------|-------------|----------|-----------|-----------|-----------------------|-------------|--------------------------------------------------------------------|
| <b>A</b> | Application | <b>I</b> | Interview | <b>PD</b> | Produce Documentation | <b>MFRS</b> | If successful & conditionally offered the role, MFRS will complete |
|----------|-------------|----------|-----------|-----------|-----------------------|-------------|--------------------------------------------------------------------|