

Job Description

Post Title:	ICT Systems Manager		
Directorate:	Service Support		
Department:	Information and Communication Technology (ICT)		
Location:	Birstall Headquarters (HQ)		
Grade:	G	Date:	September 2026

Responsible To:	ICT Manager
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Liaises With:	System Users, Suppliers, ICT and Project Teams
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Purpose of Job:

To ensure a portfolio of related systems continues to meet our organisational and user requirements through effective system, service, supplier and contract management. To work as part of the System Management Team to support users, achieve Key Performance Indicator (KPI) targets and ensure Service Level Agreements (SLAs) are met. To work with suppliers to support our move to a Software as a Service (SaaS)

Main Activities, Duties and Responsibilities:

Support

- Provide prompt and professional support to users at all levels across the organisation, responding to incident, service and change requests using the Service Desk application.
- Ensure applications are correctly configured by understanding requirements, explaining options and undertaking (or advising on) configuration work.
- Acquire and maintain application expertise across a related portfolio of platforms, applications and portals.
- Understand relevant business goals, user requirements, processes and workflows, and work with suppliers and colleagues to design, test, deploy and manage processes.
- Work with the Data and Reporting teams to ensure application data meets agreed quality thresholds and is available to the Data Warehouse as required.
- Work with the Data Governance team, users and suppliers to ensure appropriate application data security and retention controls are enforced.
- Manage identity and access to applications, enforcing minimum required access principles and using role-based permissions where possible.
- Work with key Users and Departments to ensure systems meet specific needs.

Supplier Management

- Maintain awareness of suppliers and system capabilities within a given system portfolio, and how they can meet the evolving requirements of their Fire Sector customers.
- Work with Project and Procurement teams to deliver major system changes, including implementing new systems, changing existing systems and transitioning away from redundant systems.
- Report on key performance indicators (KPIs) against service level agreements (SLAs). Manage Supplier relationships, incidents, service performance and problem resolutions. Ensure changes to systems and Services are managed effectively.
- Manage data interchange between applications and the data warehouse, including data quality and format requirements and transmission methods (such as application programming interfaces (APIs)).
- Ensure that the portfolio of applications, portals and platforms remains appropriate in the medium to long term to support organisational effectiveness and user needs.
- Drive efficiencies by removing functional duplication, improving workflow processes and ensuring data collection and processing support reporting requirements.

Communications

- Provide high-quality written reports to support procurement and project processes.
- Advise on solution options and make evidence-based recommendations with reference to value, costs and risks, to audiences including the senior management team.
- Provide training and guidance at all levels within the organisation through multiple channels, including face-to-face, e-learning platforms and written documentation. Produce user guides and organisation-wide procedure documentation.

ICT Specific

- Ensure the application portfolio aligns with the ICT Plan.
- Understand, document and implement data integrations at a detailed level.
- Produce, update and maintain system documentation, such as data dictionaries, data flows and interface specifications.
- Develop Business Continuity (BC) and Disaster recovery (DR) plans in response to risks across the application portfolio. Work with relevant internal and external stakeholders, including the Corporate Risk Team.

Special Features

To promote, uphold and act in accordance with the Service values:

- ✓ Professional – competent, reliable, respectful
- ✓ Positive – constructive, confident, enthusiastic
- ✓ Honest – truthful, trustworthy, fair

Other

- To carry out all tasks associated with this post in accordance with Leicestershire Fire and Rescue Service's Equality and Diversity Policies.
- Represent LFRS in a professional manner when engaging with 3rd parties such as suppliers, auditors and external partner organisations.
- To carry out such duties as may, from time to time, be agreed and directed by the Chief Fire and Rescue Officer (CFRO).

This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual job will change, and existing duties may be lost or others gained without changing the general character of the duties or the level of responsibility entailed. As a result, the Authority will expect this job description to be subject to revision.

Additional Information for Job Evaluation

Budget Directly Responsible For:	
Budget Indirectly Responsible For:	
Number of employees Responsible For:	0 (no direct line management responsibility)
Qualifications and Experience Required:	Relevant professional qualifications or degree and experience within ICT.