

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were written out in this job description.

Fire Data Manager

Department: Fire
Pay Grade: FD5
FLSA Status: Exempt
Job Code: FR81

JOB SUMMARY

The Fire Data Manager is a key position within the Roswell Fire Department responsible for leading data collection, analysis, and reporting to provide strategic and operational support to Executive and Command Staff for planning and resource allocation. The Fire Data Manager will work with various data sources, perform advanced queries, create and automate reports, and export data to support comprehensive analysis. This position reports directly to the Fire Chief.

ESSENTIAL JOB FUNCTIONS

- Leads the collection, analysis, and management of datasets from various sources to support operational and strategic decision-making, providing special project and analysis support to Executive and Command Staff.
- Prepares and presents advanced reports, dashboards, and visualizations to inform command staff on deployment strategies, data analysis, and performance.
- Monitors and tracks information through data repositories to identify and evaluate trends, ensuring data accuracy and integrity.
- Assists in developing Key Performance Indicators (KPIs) to measure and evaluate departmental performance and effectiveness.
- Advises Executive Staff on the technological needs of the department, developing justifications, management plans, and implementation strategies for new technology.
- Develops and manages complex datasets, ensuring data integrity, accuracy, and accessibility.
- Gathers and documents business data and information requirements, translating them into actionable insights.
- Prepares and oversees physical database design and data architecture.
- Analyzes business forms, reports, processes, practices, and procedures, making recommendations for improvements.
- Develops structured diagrams, including data flow, entity life cycle, hierarchy, entity/relationships, conceptual schemas, and association matrix diagrams.
- Designs and runs complex database queries to assess or validate data, performing advanced data cleansing and transformations.

- Supports data testing and analysis for high-complexity initiatives, maintaining data repositories, and facilitating user data access.
- Attends advanced training workshops, product demonstrations, conferences, and technical briefings to stay abreast of technology changes.
- Conducts data mining and retrieval to identify trends and support emergency response strategies, collaborating with internal and external stakeholders to enhance data collection and analysis processes.
- Supports the implementation of new data-related technologies and systems, providing training and support to staff on data management and analysis tools.
- Advocates for robust data management practices and quality improvement efforts within the department.
- Prepares and submits a variety of strategic reports and documentation associated with department/division operations.
- Interacts with various professional, judicial, investigative, insurance, media, and public/private agencies to support data requests and ensure accurate information exchanges.
- Manages data workflows, designing new workflows between new and/or existing systems in conjunction with IT and GIS, ensuring proper testing prior to production use.
- Identifies, reviews, and optimizes work processes and efficiencies; implements systematic improvements, measures continuous improvement initiatives, and provides regular updates on progress.
- Computes tabular and/or spatially-based analyses based on Fire Service proven practices, creating novel analysis methods to meet stakeholder needs.
- Supports and assists with the implementation of any new Information Technology system.
- Manages the accreditation and Insurance Services Office (ISO) rating processes, ensuring compliance with the Center for Public Safety Excellence (CPSE) and the Commission on Fire Accreditation International (CFAI) standards; updates departmental policies, conducts research, revises policies based on inspections, represents the department at accreditation events, provides training, liaises with accreditation bodies, and prepares compliance reports.
- Communicates effectively with stakeholders, presenting data clearly and concisely through reports, dashboards, and visualizations; prepares specific monthly and annual deliverables; conducts presentations; and leverages data visualization expertise to support strategic decision-making.
- Other duties as assigned.

This position requires the employee to work as directed during undeclared and declared emergencies. The employee may be recalled around the clock for response operations, necessitating irregular work hours, work at alternative locations, and duties beyond those outlined in the official job description.

MINIMUM QUALIFICATIONS

Education and Experience:

- Requires an Associate's Degree in Data Analytics, Data Science, Computer Science, business management, project management, Public Administration, or a related field from an accredited institution; Three (3) years of experience in data analysis, database management, or a related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Other/Special Requirements:

- Requires a comprehensive background investigation to include a local, state, and federal criminal history check, financial background, and sex offender registry check.
- Requires satisfactory results from a pre-employment substance abuse.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Georgia within three months of being hired, with a satisfactory Motor Vehicle Record (MVR).
- Incident Command System (ICS) 100, 200, 700, and 800 within six months of hire.

Preferred Qualifications:

- Bachelor's degree in Data Analytics, Data Science, Computer Science, business management, project management, Public Administration, or a related field from an accredited institution.
- Certification in data analysis or data management (e.g., GISP, CFAI accreditation).
- Experience with data visualization tools (e.g., Power BI, Tableau).
- Familiarity with fire department data systems (e.g., Fire RMS, EMS PCR, CAD systems).
- Preferred skills, experience, or training in one or more of the following:
 - GIS Geospatial Analysis using ESRI software
 - Structured Query Language (SQL) Database and SQL Server Reporting Services (SSRS) Reporting
 - SharePoint O365
 - Analytical software
 - Insurance Services Office (ISO) rating processes or Center for Public Safety Excellence Fire Accreditation
 - Fire Department Records Management Systems
 - CrewSense or a similar staff scheduling system

Knowledge, Skills, and Abilities:

- Proficiency in data analysis and visualization tools such as Power BI, Tableau, and other relevant software.
- Strong understanding of database management, including SQL and SSRS reporting, data integrity practices, and database design.
- Proficiency in GIS Geospatial Analysis using ESRI software, including experience with ArcGIS Online tools and applications.
- Ability to communicate effectively with stakeholders, presenting data clearly and concisely in both written and verbal formats.

- Clear and effective communication of complex ideas through various mediums fostering a culture of innovation, development, and diversity.
- Excellent problem-solving and critical-thinking skills, with the ability to analyze complex data and identify trends and patterns.
- Collaborative mindset with the ability to build upon ideas and champion a culture of innovation, accountability, and diversity.
- Positive attitude, enthusiasm, and a solutions-oriented approach to work, sharing knowledge with staff for mutual and departmental benefit.
- Understanding of fire service operations, emergency response strategies, and data needs within a fire department context.
- Strong organizational and time management skills, with experience managing data workflows, identifying improvements, and measuring continuous improvement initiatives.
- Ability to work independently and as part of a team, collaborating with internal and external stakeholders to enhance data collection and analysis processes.
- Familiarity with a variety of technological tools and software relevant to data management and analysis.
- Ability to stay abreast of technology changes and adapt to new tools and methodologies quickly.
- Meticulous attention to detail, ensuring data accuracy, integrity, and accessibility.
- Ability to work under pressure during emergencies, providing essential data support and analysis in time-sensitive situations.
- Capable of providing training and support to staff on data management and analysis tools, advocating for robust data management practices and quality improvement efforts within the department.
- Understanding of accreditation processes and standards, with experience in ensuring compliance with regulatory requirements and supporting accreditation efforts.
- Ability to identify opportunities for workflow and systematic improvements, creating novel analysis methods to meet stakeholder needs and enhance department performance.
- Effective verbal and written communication skills, with the ability to interact professionally with various agencies and support accurate information exchanges.
- Ability to advise Executive Staff on technological needs, developing justifications, management plans, and implementation strategies for new technology.

PHYSICAL DEMANDS

The work involves light physical exertion, typically requiring some combination of stooping, kneeling, crouching, and crawling. It may also involve lifting, carrying, pushing, and pulling objects and materials weighing between 12-20 pounds. Tasks may require extended periods at a keyboard or workstation. The ability to perceive and discriminate colors or shades, sounds, odor, depth, texture, and visual cues or signals is also necessary. Some tasks also require oral communication skills.

WORK ENVIRONMENT

Work is typically conducted in environments free from adverse conditions.

The City reserves the right to modify this job description as needed. This description does not constitute a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state, and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.