

Fayetteville Public Works Commission

Fayetteville, North Carolina 28302

Position Classification Plan Job Description

TITLE: GIS ADMINISTRATOR	GRADE: 413
TITLE ABBREVIATION: GIS ADMIN	EEO CODE: 2 CODE: A5702
FLSA CODE: EX REVIEWED DIR HUMAN RESOURCES:	DATE:
DIVISION: CORPORATE SERVICES	DEPARTMENT: INFORMATION SYSTEMS
SUPVR'S TITLE: IS APPLICATIONS MANAGER	APPRVD CEO/GM: DATE:

SUMMARY OF RESPONSIBILITIES: The GIS Administrator performs the administration, maintenance, support, and monitoring of PWC's Enterprise Applications, with a concentrated emphasis on GIS and supporting operational systems and technology. Responsibilities include, but are not limited to, resolving complex technical issues, monitoring system performance, analyzing business processes, collecting and documenting requirements, IT customer support, helpdesk ticket management, vendor management, change management, software testing, evaluating and installing patches, participating in application & middleware upgrades, and the maintenance of a knowledge base. The GIS Administrator will have a strong focus on customer service, be results driven, have excellent communication skills, excel in a fast paced environment, with a strong variety of technology experience.

This class is responsible for and has the authority for leading, coordinating, planning, and prioritizing the computerized mapping services and other GIS related functions for all Divisions/ Departments of the Public Works Commission. Responsibilities include, but are not limited to, coordinating and interfacing with Sr GIS and GIS Technicians including but not limited to Water Resources and Electric, outside agencies, city and others; assisting with administrative functions related to budget/personnel/procurement/maintaining auditor documentation on applications/work order system documentation and contracts; working with departments in gathering/ prioritizing/entering data into the GIS; writing programs for the operation of the GIS and interfaces to other applications; developing manuals and best practices for the GIS; setting-up/operating/controlling GIS related equipment; monitoring work of contractors, outside agencies and directing work of PWC employees on assigned projects; driving/operating vehicles in performance of work assignments/responsibilities. Other responsibilities include the administration and technical support of other operational systems such as OSI's Outage Management System, and general application infrastructure support. Operating under general supervision of the IS Applications Manager, leeway is allowed for the exercise of independent judgement in carrying out the details of the work. Extended hours and on-call availability may be required. Performs related work as required.

ESSENTIAL FUNCTIONS:

1. Adheres to safety rules; no lost time accidents occur;
2. Provides input into departmental/divisional objectives/long range plans; provides input into annual work plan, programs, as appropriate;
3. Creates and maintains an environment conducive to good employee/management relations; recognizes the rights/position of employees; assumes responsibility for addressing problems affecting employee/management relations, with immediate supervisor;
4. Assumes responsibility for personal productivity and quality of work; recognizes/communicates problems and suggests solutions to supervisor;
5. Compiles data; prepares/submits accurate/timely reports, as assigned; maintains records;

GIS ADMINISTRATOR: continued

6. Maintains 98%, or greater, attendance percentage average for four (4) quarters of performance review period;
7. Assumes responsibility for managing personal time/schedules/deadlines; advises supervisor of any conflict which may inhibit departmental obligations;
8. Accepts delegated authority and follows through/completes assigned projects in designated time frames;
9. Responds to customer's (internal and/or external) concerns and complaints in a professional/timely manner; refers concerns/complaints to supervisor, when appropriate; maintains composure at all times;
10. Interacts with other departments, divisions, and/or other utility agencies; assures information that affects other employees, departments, and/or divisions is communicated to the proper recipients.

EQUIPMENT OPERATED: Computer, GIS and Database Server, calculator, communication equipment, and other equipment, as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES: Thorough knowledge of safety rules/regulations/procedures, as appropriate; thorough knowledge of operating characteristics, capabilities, limitations, and service requirements of current hardware/software/equipment; thorough knowledge of computer operations, applicable hardware, and various applications; thorough knowledge of ESRI ArcFM, ArcSDE and Oracle DBMS ; good knowledge of Unix, Microsoft Windows, networking, etc.; good knowledge of bisynchronous/synchronous/asynchronous telecommunications, programming languages, LAN systems; thorough knowledge of GIS systems in a multi-user environment with multiple work stations in mainframe/mini-computer operations, systems design/programming techniques; skill in operating a variety of personal computer equipment/applications/peripherals/related equipment; ability to develop systems/write computer programs; ability to plan, organize, schedule work effectively, determine/diagnose/solve problems on the system; ability to communicate effectively orally and in writing; ability to develop and maintain effective working relationships with the general public, vendors, contractors, and all levels of employees.

MINIMUM QUALIFICATIONS: (either)

- (A) Graduation from an accredited four (4) year university/college, with a degree in computer science or related field including courses in geographical information systems, business administration, or related areas **and a minimum** of two (2) years experience in designing and/or modifying GIS systems; **OR**
- (B) Graduation from an accredited two (2) year community/technical college, with a degree/certification in computer science including courses as defined in (A) **above** **and a minimum** of six (6) years of progressively responsible experience as defined in (A) **above**; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma **and a minimum** of ten (10) years of progressively responsible experience as defined in (A) **and** (B) **above**.

SPECIAL REQUIREMENTS: Must possess and maintain a valid NC driver's license. General knowledge of multi-tier application architecture, Weblogic, Oracle and SQL databases are recommended. Prior experience in Enterprise system administration incorporating ITIL processes, and Linux experience is preferred.

PHYSICAL REQUIREMENTS: Must be able to perform the essential functions of the position.

SAFETY HAZARDS: Minimal.

PROTECTIVE EQUIPMENT: As required by the Public Works Commission's Safety Manual