CARROLLTON
TEXAS

DATE	APRIL 2021
JOB CODE	
FLSA	NON-EXEMPT
EEO	

JOB TITLE: Geographic Information Systems (GIS) Analyst II
DEPARTMENT/DIVISION: Information Technology
REPORTS TO: Geographic Information Systems (GIS) Manager

SUMMARY: Responsible for developing the City GIS (Geographic Information System) Program according to City goals and objectives. Provides coordination of GIS related efforts with partner departments in the use of GIS; coordinates development activities with other agencies and assures the integrity and security of the database.

ESSENTIAL JOB FUNCTIONS:
- May serve as a lead to lower level staff, which includes prioritizing and assigning work; training staff on work methods and procedures; and/or, performing other related activities.
- Keep management abreast of systems operational status and activities through periodic verbal and written status reports.
- Coordinate with customers and Department management in a methodical and professional manner to gather business requirements to enhance existing City systems.
- Provide technical leadership for establishing the best possible options for designing and deriving the best solutions based on sound analytical judgment, team input and the customers' best interest.
- Participates in the management of ongoing projects through business meetings, briefings with Department management, and document creation, maintenance, and preparation.
- Assures the integrity, security and performance of GIS program.
- Develops GIS applications in support of City goals.
- Coordinates GIS development with other City departments and outside agencies.
- Assures that GIS projects meet objectives by planning development projects.
- Reports on performance and status of GIS projects.
- Develops component layers and structure of spatial data.
- Acquires, exchanges, shares and integrates digital data.
- Develops, operates and maintains GIS, including components of the system database, system hardware and software, and system design.
- Develops and maintains the master reference grid that contains geodetic control points used for registering geographic data.
- Follows quality control standards for GIS data layers for City departments and other agencies; follows procedures to reduce system errors and enhance system functionality and stability.
- Analyzes component layers and structure of multi-layered digital spatial GIS data sets; programs application modifications and enhancements to manipulate, integrate and compile data.

- Updates and maintains the GIS database; cleans up and corrects data and new integrated data sets.
- Compiles geographic data from a variety of sources; scans, rectifies, and digitizes data; edits and refines GIS data, and updates database; performs quality control checks to assure data integrity.
- Serves as subject matter expert on the GIS program; prepares special and recurring reports and proposals for training programs, projects, hardware, software and other GIS development plans.
- Participates in meetings with government agencies and coordinates GIS issues; identifies and researches technical issues and recommends solutions.
- Provides technical support, training and assistance to City staff; analyzes GIS problems and implements solutions according to standards, guidelines and procedures.
- Build and maintain strong, effective working relationships with internal support teams, peers, vendors and customers as it deals with the City's technical infrastructure. Develop, coordinate and implement the objectives of the department including performance measures and service improvements.
- Maintain compliance with external regulatory controls, such as the Texas Department of Information Resources.
- Participates in a variety of special projects in support of departmental operations, which may include: analyzing vendor contracts; performing special studies; providing guidance and recommendations to departments to ensure organizational sustainability and maximize organizational efficiency, effectiveness, and performance; recommending cost-conscious decisions and actions; and/or, performing other related activities.
- Performs other duties as assigned, which may involve irregular work hours, including evenings and weekends

KNOWLEDGE, SKILLS, AND ABILITIES:
- Extensive knowledge of industry standard IT management frameworks, such as ITIL, and experience with implementing such frameworks within an IT department
- Knowledge of principles of land planning, mapping, global positioning systems, and aerial orthophotography
- Knowledge of theory, principles and practices of GIS, including data compilation and conversion, database management systems, graphics applications and overlays, and spatial models for computer analysis
- Knowledge of public safety GIS reporting requirements
- Knowledge of process improvement principles and practices
- Knowledge of disaster and business recovery practices
- Knowledge of government operations and processes
- Skilled in Using GIS - Esri software suite programs and application programming languages
- Skilled in customer service to departments in using GIS to address business issues
- Skilled in understanding and working with data from multiple public and private sources
- Skilled in the interpretation of GIS data, aerial photographs, and maps
- Skilled in tracking service call and installations
- Skilled in identifying and solving problems

- Skilled in documenting service outages and resolutions
- Skilled in working independently or part of a team in delivering excellent customer service
- Skilled in reading and interpreting technical documents
- Skilled in applying independent judgment, personal discretion, and resourcefulness in interpreting and applying guidelines
- Skilled in reading, interpreting, applying, authoring and explaining rules, regulations, policies, and procedures
- Skilled in preparing clear and concise reports
- Skilled in gathering and analyzing information and making recommendations based on findings and in support of organizational goals
- Skilled in operating a computer and related software applications
- Skilled in communicating effectively with a variety of individuals
- Ability to communicate with users to define system requirements and resolve problems
- Ability to analyze technical problems and develop workable solutions

MINIMUM QUALIFICATIONS:
- Bachelor's Degree in Geography, Geographic Information Systems or related area of study
- 5 years of progressively responsible Geographic Information Systems technology experience
- 3 years' experience in ESRI's ArcGIS suite of products including ArcGIS Pro, ArcGIS Enterprise, ArcGIS Online and ArcGIS Apps
- Security+ certification or equivalent upon management approval within 6 months of employment
- ESRI TECH Associate Certification within 12 months of employment
- ITIL and GISP Certifications within 24 months of employment
- Must qualify for and maintain compliance with Criminal Justice Information Systems access requirements
- Must possess or be able to obtain and maintain a valid Texas driver's license

PREFERENCES:
- 5-7 years' progressively responsible Geographic Information Systems technology experience
- Hold the following certifications (or substantially similar):
  - GISP
  - Environmental Systems Research Institute, Inc. (ESRI) professional certification (Desktop, Developer, or Enterprise)

WORKING CONDITIONS:
- Frequent reaching, sitting, talking, seeing, hearing, and manual dexterity
- Occasional climbing, balancing, stooping, kneeling, and crouching
- Sedentary office and outdoors work environments
- Occasional lifting and carrying up to 50 pounds

- Work may be performed in a data-center environment, involving loud noise and temperature irregularity
- Work both indoors and outdoors and are exposed to cold and hot temperatures, constant noise, fume/odor hazards, road hazards, heights, and mechanical and electrical hazards.

CONDITIONS OF EMPLOYMENT:
- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.