



GIS Technician

Definition

Under general supervision, performs technical work in support of the City's Geographic Information System (GIS) administration, including meeting with department personnel to discuss GIS product requests, such as maps and reports, analyzing requests, generating requested products, and maintaining data and GIS databases; and performs related work as required.

Class Characteristics

This is a single-position classification responsible for supporting the City's GIS function and related equipment. Incumbents are expected to possess the ability to perform the full range of technical duties related to GIS, in addition to performing a variety of record keeping, research, and technical support activities. The work requires the frequent use of tact and judgment, knowledge of City-wide operations, and the ability to conduct independent projects. This class is distinguished from GIS Program Manager in that the latter has overall management responsibility for all planning projects and programs, functions, and activities of the GIS program and for developing, implementing, and interpreting divisional goals for this function.

Supervision Received and Exercised

Receives general supervision from the GIS Program Manager. Exercises no direct supervision over staff.

Typical Job Functions

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Provides GIS support for City departments and programs including the development of maps, charts, displays, presentations, graphics, brochures, and drawings.

Develops and maintains a variety of maps from multiple sources; explains technical information to non-technical end users, including assisting them in accessing and interpreting GIS information; trains end users on the use and functionality of the GIS system.

Compiles and enters data into GIS databases, including scanning, data conversion, and digitizing maps. Performs City research activities to identify, acquire, and integrate data from other agencies and organizations into the City's data library; maintains and updates the City's information catalogue.

Develops documentation and quality control procedures, standards, and metadata; reviews new and existing data for accuracy, quality, and completeness.

Acts as point of contact for the day-to-day operations of the GIS program; troubleshoots system problems; responds to and resolves inquiries and complaints and escalates problems or issues as needed.

Exports data and maps to vendors and consultant as needed.

Prepares a variety of written correspondence, reports, procedures, and other materials.
Maintains accurate records and files related to the GIS function.

Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of GIS administration.

Performs related duties as assigned.

Qualifications

Knowledge of:

Technology, hardware and software, and current applications related to GIS systems, including database management, mapping and report generation, and desktop publishing systems.

Applicable Federal, State, and local laws, codes, and requirements and related reports.

Researching and reporting methods, techniques, and procedures.

Methods and techniques of effective technical report preparation and presentation.

Record keeping principles and procedures.

Modern office practices, methods, and computer equipment and applications related to the work, including the ArcGIS software.

English usage, grammar, spelling, vocabulary, and punctuation.

Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

Develop and administer a broad-based GIS program that includes effective database development and management for a variety of City departments and public and private clients.

Prepare a variety of plans, specifications, maps, graphic materials, and technical reports.

Modify topographic maps, plans, and illustrative graphics using GIS software.

Conduct routine research projects, evaluate alternatives, and make sound recommendations.

Interpret, apply and explain technical materials to non-technical users.

Establish and maintain a variety of filing, record keeping, and tracking systems.

Make sound decisions within established policy and procedural guidelines.

Organize own work, set priorities, and meet critical time deadlines.

Operate modern office equipment including computer equipment and specialized software applications programs.

Use English effectively to communicate in person, over the telephone, and in writing.

Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's degree from an accredited college or university with major coursework in cartography, geographic information science, geography, information systems, computer science, or related field and two (2) years of experience creating maps and performing spatial analysis using GIS software and/or database management technical support.

Licenses and Certifications

Possession of, or ability to obtain an appropriate, valid California driver license.

Physical Demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

Environmental Elements

Employees work in an office environment with moderate levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

FLSA: Non-exempt
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