



GIS ADMINISTRATOR

Department	Information Technology
FLSA Status	Exempt
Reports To	Systems Supervisor
Supervises	N/A

DISTINGUISHING CHARACTERISTICS:

The person holding this position is a member of a team and performs a variety of technology support functions to facilitate uninterrupted operation of the emergency communications center and the technology utilized by the agencies that NORCOM serves. Under the direction of a Systems Supervisor this position is responsible for managing all aspects of spatial data management, spatial analysis, GIS integration and system administration. To be successful, the incumbent requires initiative, the ability to work without continuous supervision, demonstrated experience serving as a member of a team: sometimes leading; sometimes following; and often collaborating. Must have excellent judgment, skilled at managing conflicting input, and expertise at implementing, assessing, configuring, and correcting complex technology. Additionally, incumbent must also possess skill in developing plans and prioritizing actions to ensure the implementation, operation, maintenance, restoration and support of all technology required to facilitate NORCOM's operation

POSITION CLASSIFICATION:

Employees within this class are distinguished by performance of broader range of duties as assigned, including multiple tasks and complex work. This position performs advanced-technical and lead work in the use of Geographic Information System (GIS) software, computers, hand-held devices, mobile devices, servers, databases, and other related hardware and software needed to input, maintain, and retrieve information from computer mapping systems and central databases of geographic information. The employee also performs technical and other related work to analyze GIS data, and reports the results to staff, the public, and other agencies in various formats as required.

May provide technical leadership to less experienced Technical Staff.

ESSENTIAL FUNCTIONS:

- Serves as GIS system administrator and manages all aspects of spatial data management, spatial analysis and GIS integration with NORCOM's technology applications.
- Organize and execute own work and projects in an effective, coordinated and efficient manner.
- Develops and manages an annual GIS work plan focused on problem identification and solutions; quick responses to multiple and sometimes competing priorities; proactive, effective and succinct communication; and facilitating consensus building in cooperative GIS endeavors.
- Compiles, organizes, and maintains a large diverse geographic database comprised of public safety mapping information including addressing, routable transportation network, response areas, topography, parcels, hydrants, and associated records.
- Develops and manages quality standards for loading GIS information into Computer-Aided Dispatch (CAD), Mobile Data Terminals and Records Management Systems.
- Coordinates GIS communication and activities with NORCOM's Participants, various governmental and private agencies, and the public; attends meetings and prepares reports concerning GIS.
- Conducts studies and analysis and prepares reports for management and others related to GIS activities.
- Represents NORCOM on committees and task forces by serving as a technical advisor for the exchange of GIS information and addressing specific data needs with other agencies or organizations.
- Designs, implements, tests and supports information system technologies for emergency response and public safety activities.
- Provides mapping and technical support to NORCOM staff and NORCOM Participants.
- As a Member of the Technology Team, may also assist team members with on-call support of all NORCOM technologies.
- Provide other related duties as assigned.

INTERPERSONAL CONTACTS

- Contacts are made both inside and outside the NORCOM organization.
- Internal organization contacts frequently include the Technology Manager and Operations Manager, Communications Center Supervisors and Dispatchers. Administrative Staff and Managers have less frequent contact.
- External organization contacts include NORCOM participants, other emergency communications centers, and members of government agencies, NORCOM's technology suppliers, and prospective suppliers.
- Interactions tend to focus on technical information exchange and the receiving and giving of fault information system performance and operation, suggestions, solutions, advice and information.
- ±50% of interactions are via the telephone, radio or e-mail. ±50% of interactions are face-to-face conversations.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Use of personal computer.
- Develop, load, test and update software applications, patches and system configurations.
- Able to lead, follow and collaborate, depending on specific work assignment, project and availability of other people.
- This position requires expert skill at listening to and hearing people, who operate in a high-stress environment, depend on technology to facilitate their work and have little tolerance for technology failures, diminished functionality or delayed restoration. Members of Technical Staff are required to thoughtfully explore what the issues are and understand them.
- Establish and maintain effective working relationships with diverse groups and achieve acceptable solutions or outcomes.
- Provide information and advice to NORCOM and participating agency management to allow evaluation of possible impacts, resource and training needs associated with changing and implementing technologies.
- Coordinate and provide technical support to all members of NORCOM and its participating agencies.
- Able to establish, build and maintain effective working relationships with other members of technical staff, technology and service suppliers, communications center supervisors, call receivers and dispatchers, service providers, NORCOM Participants, other emergency communications centers and technology suppliers.
- Talk to and listen to technology users and effectively and efficiently transfer information in both directions.
- Receive and provide information and provide support to NORCOM's participants.
- Knowledge of client-server and standalone applications, operating systems, networks, connectivity, workstations and other devices used by NORCOM.
- Principles and techniques of strategic short and long range planning; project management.
- Use and manage fault reporting and control system to track technology faults, requests for technology support service, system enhancements and equipment upgrades.
- Coordinate with trouble reporters and managers to ensure that requirements are achieved prior to closing fault reports.
- Protect NORCOM's assets and information and verify and control access and changes to NORCOM technology; respond to and report security intrusions to management.
- Develop, configure and maintain databases to support NORCOM's operation.
- Maintain records and prepare complex reports.
- Plan, organize and work both independently and in a team environment as is required
- Demonstrated ability to adapt to changing organizational needs by effectively and proactively supporting NORCOM's employees, technologies and operation.
- Able to maintain and protect confidential and sensitive information
- Work efficiently and accurately with multiple and changing priorities and frequent interruption.
- Ability to communicate in English, both orally and in writing, in a clear, concise manner to disseminate and receive complete and accurate information in a logical and timely way, including generally accepted spelling, grammar, punctuation, format and layout which will frequently require the use of diagrams, figures, tables and illustrations.
- Reliable, dependable and able to report to and remain at assigned work location on a consistent and punctual basis.
- Willing to transition to more specialized work and focus on specific technologies as NORCOM further develops, implements and decommissions various technologies.
- Consistently demonstrate independent judgment and discretion to support and ensure uninterrupted performance of systems and services to sustain operation of the emergency communications center and the systems that NORCOM hosts for its Participating agencies.
- Consistently and routinely comply with NORCOM's practices, procedures and policies.

EDUCATION AND EXPERIENCE

Minimum Qualifications

- Bachelor's degree in GIS, Civil Engineering, or related field, and Five years of successful work experience using, ESRI Arc View v.8.x or above, SQL Server, Pervasive, and related database architecture and schemas, GIS, and other related software; OR a combination of education, certification, experience, and training, that provides the required, skills, knowledge, and abilities to perform the above essential functions for the position. Additional experience may substitute for the educational requirement on a year-for-year basis.
- Demonstrated proficiency in hands-on use of the following GIS software: ESRI SDE, ArcView, ArcEditor, ArcInfo and Network Analyst;
- Basic competency in MS SQL Server;
- Experience in automating GIS tasks using Java, Python, Model Builder, and other scripting languages;
- In-depth knowledge of addressing conventions including premise, land parcel, street network, and common place name scenarios;
- Understanding of cartographic principles and demonstrated ability to produce effective cartographic displays;
- Basic competency in mathematics and statistics;
- Conversant and highly experienced in a broad range of GIS data development and maintenance work flows (source material research, compilation principles/practices, quality control, documentation, etc.);
- Above-average technical writing skills including proficiency in Microsoft Office software;
- Project management experience on one or more major GIS implementation project (management of schedule, budget, priorities, staff resources, records, and scope changes) or;
- An equivalent combination of education and current experience sufficient to successfully perform the essential duties of the position.

Desirable Qualifications

- Public safety emergency 911 operations experience and understanding.
- GIS experience in one or more levels of the public sector.
- Knowledge of specific CAD (computer-aided dispatch) application(s).
- Familiarity with GIS sites, products, and initiatives in Washington State and the Puget Sound Region.
- Experience as a GIS trainer or instructor.
- Publication(s) and other notable activity in professional organizations

TRAINING, LICENSES AND CERTIFICATION

- URISA GIS-P or Microsoft MCDBA certification highly desired.
- Requires valid Washington State Driver's License, good driving record and insurance coverage specified by NORCOM.

WORK ENVIRONMENT

Work is performed in an emergency communications center. Work is typically done in office space, in electronic equipment rooms with multiple fans and noisy equipment operating, at remote radio sites, with confined spaces and with limited heating, cooling and humidification control systems – some accessible via unpaved and unimproved roads, at fire and police stations and at other locations which are convenient for NORCOM's members. The nature of emergency communications center operations requires that employees are available in all weather conditions, and at all times.

WORK SCHEDULE

NORCOM is a continuous operation. Technology team is responsible for ensuring uninterrupted operation and will be required to work whatever schedule is necessary to minimize service degradation and provide maximum functionality. Actual schedule for each member of team will be assigned and adjusted based on activities and NORCOM's operating requirements. People holding this position will be required to arrive at NORCOM in one hour or less after being notified and when providing support outside of assigned working hours. People who are assigned on-call responsibilities must be able to be reliably notified by telephone, pager or short message service and able to speak by telephone to the communications center and achieve remote connectivity to NORCOM's technology ten minutes or less after being notified.

On-call duties and duration will rotate among technology staff. Rotation schedule will be established by NORCOM management, based on NORCOM's needs and operating practices.

PHYSICAL DEMANDS

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively on the telephone and in person, and to provide training to staff on software application and hardware operation;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to diagnose problems with computer hardware or software, and to develop effective solutions;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate computer equipment and other office equipment with sufficient strength to lift and carry objects up to 50 lbs. for varying distances;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work in an office setting.
- Sufficient body strength, flexibility, and balance to perform installation and maintenance functions, which require climbing and working on ladders and stairs

NORCOM is an Equal Opportunity Employer and encourages applications from all persons without regard to race, creed, color, national origin, religion, gender, age, marital status, disability, sexual orientation, veteran status, or genetic information. NORCOM provides reasonable accommodation to its employees and the public with disabilities, including disabled veterans. For more information, please contact NORCOM Human Resources.

NOTE: A criminal background check through law enforcement agencies, including a fingerprint search, will be conducted on all successful candidates prior to being appointed to the position.