

MAJOR FUNCTION

This is responsible professional and technical work in directing and coordinating project team(s) or working as an individual contributor in analysis, design, selection, acquisition, planning, and implementation of computer business process solutions. Work involves consulting with customers to gather information and determine requirements for information systems, coordinating and directing appropriate technological solutions, and providing front-line technical support for resolution of problems related to operating systems and processes. Work is performed under general supervision and is reviewed by observations, conferences, and written reports for achievement of the desired results.

GIS: This is responsible supervisory and technical work in which the incumbent leads and manages the work of a group of geographic information system (GIS) technicians and analysts to provide GIS solutions that enable the department to improve related and dependent processes. The incumbent partners with the divisions to integrate the GIS processes and solutions with other applications and performs work related to the development and implementation of systems, databases, and other GIS related applications to create, maintain, display and update spatial databases within the comprehensive GIS. Work is performed with considerable independence under general supervision and is reviewed by observations, conferences, and written reports for achievement of the desired results.

ESSENTIAL DUTIES AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Coordinates and directs team(s), resources, and manages information technological projects to address specific business challenges. Plans, organizes, directs and evaluates teams(s) engaged in the study, design, implementation and maintenance of information systems business solutions designed to maintain or advance specific processes that have been identified through audit and self-evaluation. Coordinates implementation of changes recommended by project teams and the development of training plans, support structures, and processes for system(s) implementation. Initiates reviews, surveys, or studies of business processes and procedures. Analyzes integrated networked systems concepts in a multi-platform environment. Analyzes cost statistics and prepares economic comparisons of alternatives. Organizes and prepares technical documentation. Designs procedures and schedules for supplementary recommendations and coordinates implementation. Designs new procedures and processes and enhances existing procedures and processes for retrieval and access of data for the entire department or specific business units, as appropriate. Prepares, maintains and presents project status and budget reports to management. Develops procedures and documentation to support projects, systems, and users. Assists in planning, directing and administering training programs for technical and functional staff. Manages personnel actions and issues including recommendations for hiring, advancement, layoff, dismissal, disciplinary action, training and staff development and the grievance process, in compliance with city policies and procedures. Conducts performance evaluations and recommends the approval or disapproval of merit raises, as appropriate. Performs other duties as required.

GIS: Provides project management and supervision to GIS professionals and technicians. Creates a long-term vision for increased use of GIS-based information and takes steps to implement changes to business and technological processes to create more efficiency through the utility businesses. Works as a liaison between the Departments GIS area and other interested parties outside and within City government. Insures that implemented solutions successfully fulfill requirements of affected operational areas. Insures that all GIS data and/or processes are compliant with applicable regulations relating to data security and other operational and administrative concerns. Provides technical guidance and direction for GIS-based solutions, including but not limited to database level changes, software acquisition and usage, system integration efforts and quality control procedures.

Prepares a variety of technical reports, correspondence, manuals, procedures and other written materials. Plans and conducts a variety of analytical studies related to the development and implementation of the GIS system, including evaluating alternatives, making recommendations and preparing technical reports. Monitors developments in the GIS usage and determines their potential effect upon the utility system; recommends procedural and equipment changes to ensure system updating. Attends training meetings and upgrades knowledge of GIS system use. Work with departmental staff to develop and monitor operating and capital budgets. May be required to drive City vehicle to various work locations in the performance of duties. Manages personnel actions and issues including recommendations for hiring, advancement, layoff, dismissal, disciplinary action, training and staff development and the grievance process, in compliance with city policies and procedures. Conducts performance evaluations and recommends the approval or disapproval of merit raises, as appropriate. Performs related work as required.

Other Important Duties

Assists with the evaluation of applicable hardware and software. Prepares charts, tables and diagrams to assist in analyzing management or operational problems. Performs related work as required.

GIS: Defines and documents data conversion standards and procedures for use with microcomputer and GIS networks, as applicable. Assists consultants with production of GIS applications, as applicable. Performs related work as required.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills

Thorough knowledge of information systems applications, system design and implementation techniques, principles and practices of programming and project management techniques, as applicable to assigned responsibilities. Considerable knowledge of project management techniques. Considerable knowledge of design of distributed systems, both hardware and software, including large-scale computer systems, client-server methodology, open systems, and relational database management systems facilities and functions. Ability to understand the processes and procedures of the various businesses or service departments within the City, and how they interface with the Department's functions. Ability to analyze and convert system requirements into design specifications. Ability to conduct independent research and define results. Ability to plan, schedule and coordinate the activities of project teams. Ability to lead other technical personnel in defined areas. Ability to evaluate job performance of assigned staff. Ability to establish and maintain effective working relationships as necessitated by the job. Ability to express ideas on technical subjects clearly and concisely, both orally and in writing.

GIS: Thorough knowledge of development, support, and use of GIS applications in a utility. Knowledge of principles and practices of geospatial data and associated operations including mapping, coordinate systems, projections and scale. Knowledge of applicable data privacy and other compliance requirements. Ability to implement GIS application projects. Ability to read and interpret surveys, legal descriptions, cartography, engineering documents, and construction plans. Ability to read and explain applicable laws and regulations. Ability to understand the processes and procedures of the various businesses or service departments within the City, and how they interface with the Department's functions. Ability to understand financial statements and technology issues; make sound business decisions based on this data. Ability to establish and maintain effective working relationships, as necessitated by the job. Ability to express ideas on technical subjects clearly and concisely, both orally and in writing. Ability to lead other technical personnel in defined areas. Ability to evaluate job performance of assigned staff.

Minimum Training and Experience

Possession of a bachelor's degree in computer science, management information systems, geographic information science, engineering, geography, planning, business or public administration, or a related field and four years of technical or professional experience that includes computer systems analysis or business process analysis; or an equivalent combination of training and experience. A master's degree in computer science may be substituted for one year of the required experience.

GIS: Possession of a bachelor's degree in computer science, management information systems, geographic information science, engineering, geography, planning, business or public administration, or a related field and four years of technical or professional experience that includes developing and implementing a comprehensive geographic information system, or an equivalent combination of training and experience. Two years of the required experience must have been in a lead worker or supervisory capacity.

Necessary Special Requirements

At the department director's discretion, must possess a valid Class E State driver's license at the time of appointment.

Electric & Gas Utility: Individuals in this classification are considered essential during emergency and storm situations and must be able to work 16 hours per day for extended periods of time and may be required to be away from their family.

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