CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **GIS Manager** **UNION:231**
SG:8
DEPARTMENT: **Information Technology Services Department** **CS:N**
FLSA:N
EEO4CODE:PR

JOB SUMMARY:

Manages the Geographic Information System (GIS) Division of the Information Technology Services Department. The City's GIS is a highly integrated complex enterprise system based on the ESRI platform, which is used as a basis for operations in many City departments. This position is responsible for the overall vision, design, management, and leadership of the City's enterprise GIS program, including the management of the City's GIS technology, services, and geospatial data. Performs technology infrastructure integration design and services administration between GIS and other City business systems such as work management, permitting, document management and financials. Provides comprehensive planning and system architecture design of GIS database and application systems for all GIS integrated business functions of the city.

SUPERVISORY RELATIONSHIPS:

Reports to the Information Technology Services Director. Works independently under applicable City, state, and federal regulations, policies, guidelines and standards. Supervises professional and technical staff assigned to the GIS Division. Provides oversight, service requirements, and leadership to GIS technical staff in other departments.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Leads and manages the City's GIS program providing vision and direction to city staff, leadership in the utilization of GIS and promoting GIS effectively as a business solution. Manages the implementation, development, and services delivery of the GIS including strategic planning, coordination, prioritization, and goal setting.

2. Manages, defines, and monitors the services of the enterprise GIS. Coordinates all data standards, processes, and workflow to ensure that GIS data and services meet requirements. Ensures that data, security, and system standards are maintained by all users of the GIS system from all departments throughout the city. Enforces data standards, procedures, and workflow for all information in the enterprise GIS.

3. Plans, organizes, coordinates, assigns, and evaluates the work of professional and technical staff in the GIS Division. Reviews daily accomplishments of the assigned GIS staff and modifies personnel assignments as necessary. Conducts performance evaluations on the assigned staff. Reviews job descriptions and participates in the hiring

process of GIS staff in all departments throughout the city. Responsible for coaching and corrective actions and participates in disciplinary actions.

4. Provides direction and coordination of all City GIS staff who perform editing, data manipulation or analysis of enterprise GIS data. Leads the city-wide GIS coordination team and GIS user group.

5. Manages and prioritizes all GIS enterprise level modifications and updates. Coordinates communication on system and project status with other city departments. Directs team function as a citywide technical resource for GIS development and integration, based on citywide work priorities and work plans.

6. Acts as project manager for GIS software purchase, implementation projects, custom GIS and database applications, development services and digital mapping services. Plans, organizes, and develops project outline. Communicates with team members and acts as liaison between vendors and stakeholders.

7. Protects and advances the business needs of the City following best practices for technology contract negotiations. Prepares and manages capital improvement budget for GIS. Develops improvement goals and priorities based on budget. Presents team recommendations to Systems Steering Committee.

8. Recommends preliminary annual budget for the section. Forecasts funds needed for staffing, equipment, and projects. Monitors and approves expenditures, recommends adjustments as necessary.

9. Manages and coordinates GIS application and integrated database customization and other related technology projects based on business needs of the city. Coordinates and assists the development and integration of business applications and databases with the GIS system. Assists in the development of procedures and application and database integration to eliminate redundancy and improve efficiency.

10. Develops requests for information (RFI's) and requests for proposals (RFP's) for GIS projects. Reviews proposals to ensure that vendors meet minimum requirements, performs analysis of software systems and assists with software selection processes. Performs cost-benefit analyses as needed. Recommends upgrades, changes and new software purchases to the Information Technology Services Department (ITSD) Director, the Systems Steering Committee, or to City leadership. Provides technical support to assigned City System Team(s) or project teams.

11. Stays current with GIS-related developments, trends, and changes, GIS data management technology, equipment and related hardware and applications software. Recommends upgrades, changes, and new software purchases to the appropriate department head in the above areas. Attends conferences, user group meetings and trainings as necessary. Encouraged to lead, speak, teach and participate as a leader in GIS groups.

ADDITIONAL WORK PERFORMED:

1. Performs other related work of a similar nature or level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills and Abilities):

TECHNICAL

Knowledge of:
- Expert knowledge of GIS systems, processes, hardware/software and techniques applicable to GIS web services, database processes and large mapping projects.
- Expert knowledge of the ESRI platform in a complex enterprise setting, including database design, web services definition and delivery, and complex integration services.
- Demonstrated knowledge of the Geocortex platform.
- Land surveying and civil engineering principles, practices, standards and methods as they apply to the design and implementation of GIS systems.
- Computer systems including network and desktop hardware, peripherals and database management systems (DBMS).
- Demonstrated knowledge of working in a SQL Server database environment.
- Demonstrated knowledge of programming tools, techniques, and utilities.
- City and departmental policies and procedures and the functions of City departments, standard City office operations and interdepartmental working relationships.

Ability to:
- Ensure high availability for a complex suite of GIS systems and services in a complex enterprise setting.
- Balance and prioritize GIS system and/or services requirements of multiple integrated systems.
- Lead GIS application improvement and acquisition projects, including business process review and vendor management.
- Read and comprehend technical manuals and apply the contents to solving software and hardware problems.
- Maintain security and confidentiality of systems and records while adhering to security policies and procedures
- Provide comprehensive planning and design to implement effective programs related to computerized engineering and mapping systems and programs.

MANAGEMENT/SUPERVISORY

Knowledge of:
- Thorough knowledge of applicable local, state and federal laws and standards related to the maintenance and retention of GIS records.
- Applicable local, state and federal laws and standards related to land surveying and public property management related to GIS systems.
- Demonstrated knowledge of the business functions and service level requirements related to GIS and municipal government operations.
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Skill in:
- Excellent project management skills including budget preparation and tracking, communications coordination, and time and task management with employees at all levels of the organization and with outside vendors.
- Demonstrated leadership skills such as interpersonal sensitivity, adaptability, flexibility, and reasoning skills.
- Excellent interpersonal skills for establishing and maintaining effective working relationships with City staff, department staff, vendors and the public.

Ability to:
- Maintain the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff.
- Work independently with minimal supervision.
- Organize, assign, oversee and evaluate the work of assigned staff.
- Establish and maintain effective working relationships with other employees, City officials, representatives of other governmental agencies and community groups and the general public.

COMMUNICATIONS

Skill in:
- Excellent written and oral communication skills for corresponding with City employees, vendors and the public for making presentations, recommendations, resolving issues and for providing training.
- Excellent skills in planning, organizing, problem-solving, and time management.
- Skill in clearly communicating presentations and recommendations to City leadership, including elected officials.

OTHER:

Ability to:
- Make decisions under broad guidelines.
- Ensure compliance with internal policies, security best practices and regulatory standards.
- Expand on technical skills quickly.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job, including:
    - Frequently operate a computer and other office machinery such as a keyboard, mouse, phone;
    - Frequently remain stationary for long periods of time;
    - Frequently communicate accurate information and ideas with others;
    - Infrequently to occasionally lift and transport objects up to 25 lbs.

WORKING ENVIRONMENT:

Work is performed in an office setting at a computer workstation which may require remaining stationary for long periods of time. A telecommuting schedule may be available. May visit or

contact customer work sites. Work environment includes a customary range of noise with moderate distractions and low risks working around standard office equipment. Occasional overnight travel to conferences and training sessions. This is a sedentary position with minimal physical exertion requirements.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor's degree in computer science, geography, information systems management, or related field. Masters degree preferred.
- Four (4) years of progressively responsible professional experience related to the analysis, design, implementation, support and administration of GIS systems in a complex enterprise environment using the Esri Platform required.
- Two (2) years of progressively responsible experience in GIS Management or GIS project management required.
- Four (4) years of progressively responsible experience in GIS database design and relational database management required.
- Experience in a leadership role in software acquisition project(s) and major systems upgrade project(s) preferred.
- Experience providing systems design, administration, and implementation in a governmental setting preferred.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal background check.
- Agreement to and signature of a Privileged Access Confidentiality Agreement is required.
- Willingness and ability to work extra hours or change hours as needed to perform systems work outside of normal business hours.
- Certification as a GIS Professional (GISP) strongly preferred.

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