

POSITION DESCRIPTION

POSITION	POSITION NUMBER
ICT Spatial Systems Officer	
CLASSIFICATION	ANZSCO CODE
Band 5	263111
DEPARTMENT	DIVISION
ICT Department	Corporate Services
AGREEMENT	LOCATION
Ballarat City Council Enterprise Agreement No. 9, 2023	The Gordon

Position Objectives

The ICT Spatial Systems Officer is responsible for a number of outcomes:

- To assist in the development, delivery and utilisation of Council's spatial systems, enhancing and leveraging the investment in spatial technology.
- Ensure delivery of work is in-line with the council's ICT strategy
- Contribute to a professional culture within the team, where individuals take ownership and are fastidious and proud of delivering excellence and quality.
- Completion of other tasks, such as report writing and general project assistance as required.
- Support developing a spatial strategy, roadmap and aligning with the overall ICT Strategy.
- Being the escalation point and providing technical guidance related to council's spatial systems – both to the team and council stakeholders.
- To provide specialist advice and assistance across the organisation in the appropriate use and application of Council's spatial systems to meet business needs, including the identification and implementation of appropriate solutions.
- The role is required to bring and maintain up-to-date and relevant Geographic Information System (GIS) knowledge and understanding of spatial systems, processes, and industry standards.
- Provide operational support around Council's enterprise geospatial platform and underlying integrated systems.
- Support the development and delivery of initiatives, for maintaining and enhancing Council's spatial technologies and data.
- Any other duties within ICT as directed by the Executive Manager ICT, ICT Coordinator Technology Platforms, ICT Senior Spatial Systems Specialist.
- Providing efficient and effecting ongoing support to council staff and end-users including training and documentation.

Key Responsibility Areas

1. Strategy & planning

- To be an escalation point for the Technology Platforms Team, on matters regarding enterprise geospatial systems and data.
- To support the development of a tactical plan which can be collaboratively carried out by the team.
- To implement improvements to our products, services, processes.
- To facilitate knowledge sharing within the team.
- To facilitate the smooth delivery of all projects, enhancements and support delivered by the team.
- To ensure that the on-site and relevant off-site aspects of the decisions that are made are considered.

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- To support the development and delivery of a clear task list for inducting new members into the team.
- Assist with the development, implementation and reviewing policies, procedures, and technologies applicable to the use of GIS within Council, to ensure platform security.
- Provide input into the ICT Strategies regarding enterprise spatial systems.
- Provide estimates on expenditure within area of responsibility.
- Contribute to the evaluation of spatial system technology options and making recommendations to Council

2. Software Support

- Provide end user support for all enterprise spatial systems.
- Assist in the administration of Council's enterprise spatial systems.
- To keep up to date with the latest software development and support technologies and methodologies.
- Support transitions of enterprise spatial systems to next-generation environments and/or cross-functional systems.

3. Customer Focus

- To maintain a first-class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.
- Take on a wider customer service role and promote the customer service ethic to maintain a high degree of customer service for all support queries and adhere to all service management principles.
- Take ownership of user problems and be proactive when dealing with user issues.
- Maintain and nurture business relationships through effective communication with internal stakeholders.
- To take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service to the customer as soon as possible; escalating incidents to other support teams where necessary.
- To assist all our users with any logged ICT related incident when called upon or assigned.

4. Communication and problem solving

- To assist in critical support issues where your experience is required to ascertain the issue quickly and to find the more appropriate resolution.
- To encourage pro-active discussions with council departments.
- To contribute regularly to discussions regarding internal process and system improvements in order to ensure maximum efficiency across the council. Including suggesting technical solutions to problems.
- To instigate cross team ideas and initiatives, to bring products and services together.
- To make sure written reports are written and adhere to brand/template guidelines and department communication is at an excellent and professional level.
- Work as a Subject Matter Expert (SME) to spread corporate and technical knowledge providing education to the Council relevant to the enterprise spatial systems.
- Build and maintain relationships with vendors and suppliers.

5. Technical Support

- Raise system issues, and leverage supplier support, escalating issues for resolution and problem solving as required. This includes making recommendations on solutions and contract management with supplier engagement. Forecast potential issues and make recommendations on appropriate solutions.

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- Respond to incoming incidents and requests, utilising the Council's ITSM platform (in person or via the phone/email) promptly and effectively.
- Diagnose and resolve issues.
- Prepare diagnostic and trending reports as required.
- Assist with the delivery of other ICT projects as required, which may include elements of larger projects or the delivery of small projects as appropriate.
- To provide support to Technology Platforms Team.
- To have an understanding of the following products, platforms and technologies:
 - Mainstream desktop and web-based GIS software and products (preferably Esri ArcGIS application suite)
 - QGIS
 - FME
 - Microsoft SQL Server
 - Before You Dig Australia (BYDA) automation systems, as they relate to mainstream enterprise spatial systems.
 - Commonly used corporate software applications within a local government context (Asset Management System (AMS) Electronic Document and Records Management System (EDRMS), Rating or Billing, Finance etc.) and their integration as it relates to enterprise spatial systems.

6. Best Practice

- To stay aware of latest data protection and security threats and to make sure we mitigate against these risks.
- Contribute to the team developing a strong understanding of the products in use across Council and industry and see where these products could be of benefit to Council.
- To ensure your knowledge of the GIS / spatial industry is kept up to date and relevant by networking/researching/reading blogs and news sources.
- To speak/contribute to Council industry events and forums as required.
- Attend professional group meetings and stay abreast of new trends and innovation in the broader spatial industry, where necessary.
- Build awareness of new technologies that can improve the Council's ways of working.
- To freely share knowledge, insight, best practice and ideas.
- To use a data-driven approach to ensure that solutions are implemented based on evidence.
- Ensure the security and integrity of enterprise spatial data through robust data management practices and adherence to data governance standards.
- To contribute to the team's development and understanding of best practices in enterprise spatial systems, by enabling the above items.
- To take a buy before build approach to products to gain a rapid delivery model

7. Innovation, research, and development

- To proactively drive innovation with new ideas and options made available by new technologies.
- To maintain and actively contribute to a list of innovation & research projects.
- To provide technical advice for anyone working on these projects.
- Delivering on ongoing strategies to enable us to deliver quality and excellence through robust testing, education and policies that are balanced and appropriate to the scope of projects being delivered.
- Work closely with Business Improvement and employees in identifying opportunities for improvement.
- Actively participate in and contribute to new guides and procedures.

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- Identify, assess, and recommend process improvements for administration.
- Open to learning new skills and take part in learning opportunities (vendor training, certifications).
- Supports a learning culture and is willing to share their expertise, knowledge, and skill with others.
- Keeps up to date with technology changes and assists in the introduction of new technologies.

REPORTS TO:	DIRECT REPORTS:
ICT Senior Spatial Systems Specialist	0
ORGANISATIONAL RELATIONSHIPS	
Internal: All Council Employees	External: Service and Product suppliers, User groups and forums, colleagues in other councils

Accountability and Extent of Authority

- Participating in continuous improvement opportunities within the business unit, proposing and implementing solutions which may impact the entire council population.
- Raise system issues, and leverage supplier support, escalating issues for resolution and problem solving as required. This includes making recommendations on solutions and contract management with supplier engagement.

Judgement and Decision Making

- Expected to contribute to the development and adaptation of methods, procedures and processes.
- Decisions of a politically sensitive nature or where it is likely to have a significant effect on the organisation must be referred to the ICT Senior Spatial Systems Specialist.
- Solving technical problems using knowledge & experience.

Specialist Skills and Knowledge

- knowledge and experience supporting applications covering systems and database management.
- Highly numerate and literate, with the ability to produce high quality reports, operational documentation and implementation communications.
- Proactive and highly organised, with strong time management and planning skills
- Able to meet tight deadlines and remain calm under pressure.
- Experience advising key stakeholders.
- Ability to analyse business issues, conceptualise requirements and develop specifications.
- Some knowledge of programming languages.
- Demonstrated practical experience in an information systems environment.
- Experience in the maintenance of VicMap data, including M1s, road name changes etc via the Vicmap Editing Service (VES).
- Understanding of the Victorian Government data warehouse (DataShare) and it's uses, especially within a local government context.
- Extensive experience in creating, maintain and enhancing spatial data and metadata.
- Ability to use spatial technologies and data analysis techniques, to derive spatial information, to enhance decision making and delivery of services.
- Ability to develop and implement data standards, templates and system processes to ensure that all spatial data is maintained and managed correctly.
- Knowledge and understanding of the delivery of corporate spatial services and integration with other corporate applications.

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Management Skills

- Ability to effectively plan, organise and manage own time to achieve targets and meet deadlines to achieve specific and set objectives in the most efficient way possible with the resources available and within set timeframes.
- Demonstrated exposure to project management, and the ability to support the co-ordination and delivery of project milestones.
- Ability to set priorities and to adapt to changing circumstances.
- Ability to coordinate activities with peers, third parties and stakeholders.
- Awareness of Occupational Health & Safety and Equal Opportunity procedures, and a commitment to comply.
- Demonstrated ability to work as both a member of a team and in an unsupervised capacity.

Interpersonal Skills

- Ability to champion the corporate values of the City of Ballarat, ensuring the culture of the team stays positive and collaborative. Both with internal, and external parties, such as team-mates, external stakeholders or vendors.
- Ability to gain co-operation of clients and stakeholders in the administration of contracts and agreements.
- Ability to show understanding and patience in communicating with users, customers and third-party vendors.
- Professional communication style.
- Highly self-motivated and directed, with keen attention to detail.
- Excellent written communication skills to write reports and prepare external correspondence.
- Ability to liaise with counterparts in other organisations to analyse and creatively resolve specialist issues.
- Actively participate in a team environment to:
 - Share workloads & knowledge.
 - Solve problems collaboratively.
 - Assist each other with management of projects.
 - Demonstrate an openness to change and innovation.
 - Collectively make decisions.

Qualifications and Experience

- Degree or Diploma in Spatial Sciences, or equivalent industry certifications in GIS, with several years' relevant experience or lesser formal qualifications with extensive experience.
- Experience in the management and operational delivery of GIS technologies and their application, especially in a local government context.
- Understanding and experience with the ITIL methodology.
- Demonstrated experience in an enterprise geospatial domain.
- Demonstrated experience in producing quality reports and operational documentation.
- Demonstrated ability to multi-task and to effectively manage multiple actions concurrently.
- Ability to liaise with counterparts in other organisations to analyse and creatively resolve issues.
- Demonstrable experience with hardware and software troubleshooting functions, including familiarity with using set procedures and policies to guide decision making.
- Experience using mainstream desktop and web-based GIS software and products (preferably Esri ArcGIS application suite).
- Experience in local government is highly desirable.

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SELECTION CRITERIA

- Qualifications and experience as listed above.
- Demonstrated experience as listed in the Specialist Skills and Knowledge section.
- Demonstrated ability to champion, model and promote the City of Ballarat Core Values.
- Excellent communication skills, both oral and written, including a proven ability to communicate effectively with those of varying technical understanding.
- Strong troubleshooting skills, with an ability to learn.

City of Ballarat Core Values

<p>We are honest and transparent</p>	<p>We are accountable</p>	<p>We value everyone</p>	<p>We work with and for our community</p>	<p>We work together</p>
<ul style="list-style-type: none"> • We tell the whole story. • We provide a context and rationale for our decisions. • We trust each other enough to be honest. 	<ul style="list-style-type: none"> • We do what we say we will do, when we say we will do it. • We learn from our mistakes and celebrate our successes. • We back up our teammates and also hold them to account with kindness and respect. 	<ul style="list-style-type: none"> • We show respect to everyone, even if we disagree. • We ensure everyone has access to opportunities. • We are approachable regardless of our position in the organisation. 	<ul style="list-style-type: none"> • We seek to understand our community's needs and take action to meet those needs. • We engage with our community and share what we are doing and why. • We manage our resources responsibly and sustainably. 	<ul style="list-style-type: none"> • We work towards common goals. • We support each other through the highs and lows. • We look for the best in each other.

The City of Ballarat is committed to being a child safe organisation and has zero tolerance for child abuse and harm. We are committed to providing an environment and culture that promotes the safety, health and well-being of children and young people and which provides a voice to all children, including those from an Aboriginal and Torres Strait Islander background, with disabilities and from culturally, religiously and linguistically diverse backgrounds. We have policies, procedures and training in place that support our employees, volunteers and contractors to achieve these commitments and to ensure all children are listened to, their views respected, and their contribution recognised to ensure Council environments are safe.

ACKNOWLEDGEMENT

Please sign and date to acknowledge you have read and understood this position description.

Name:	Signature:	Date:
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