ASHEVILLE, NORTH CAROLINA

Classification Specification

Manager, GIS
Job Code: 2570
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to develop, implement and maintain geographic information systems (GIS) software, infrastructure, and databases, to analyze geographic data, to perform GIS computerized mapping functions, to provide related technical services and support, and to supervise assigned staff.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff: plans, directs and reviews work of individuals and the team; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and management; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; develops and oversees employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and

provide technical expertise; provides progress and activity reports to management; and updates and maintains department standard operating procedure manuals.

Designs, develops, implements and maintains of GIS databases and servers: trains and assists City staff in GIS database usage and maintenance; recommends methodologies, data sources, and software tools; recommends changes to current technology systems or applications in order to meet organizational needs; researches, tests, performs, and plans database upgrades and maintenance; sets permissions and configurations for users; installs and maintains servers; troubleshoots database problems and provides related technical support as needed; creates standard or custom database queries and reports; and manages and maintains GIS server.

Manages GIS software, upgrades, extensions, and licenses: coordinates acquisition, installation, implementation, operation and maintenance of GIS resources; diagnoses, debugs, and resolves software errors; trains staff regarding software functionality; ensures renewal of hardware and software maintenance and certificates; obtains quotes from vendors; makes recommendations and assisting with purchase and installation of new certificates or licenses; and assists with related projects, work orders, and tasks as needed.

Coordinates with department staff to analyze GIS and other enterprise business needs and to design and implement appropriate solutions: identifies new processes and alternatives to resolve problems or improve/enhance operations; analyzes complex geographic data, data sets and databases; develops and maintains map viewers, applications, story maps, operation dashboards and other customized GIS tools and automated integrations; sets up shared databases; and creates web maps and mapping applications for City departments, as well as public access.

Coordinates and leads GIS projects: manages consultants and related contracts; monitors contract compliance; serves as liaison between consultant and City departments; coordinates project planning, implementation, and timing; assists with project data management, web services, and related GIS needs; and communicates with external stakeholders to evaluate community GIS needs.

Develops and implements standards, policies and procedures for data collection and management: performs data collection in the field; maintains written standards for the collection and management of GIS data; documents and reviews procedures for the maintenance of specific data sets; develops and documents policies regarding the sharing of GIS data; publishes and distributes GIS datasets; and develops automated processes to facilitate workflows and data accuracy.

Maintains an awareness of new applications, technologies, technical methods, trends, and advances in the profession; reviews professional publications, technical manuals, and websites to increase knowledge of GIS technologies; and attends conferences, workshops, and training sessions as appropriate.

Communicates with supervisor, subordinates, other City employees, third party service contractors, vendors, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, requests for proposal, requests for quotes, spreadsheets, project reports, statistical analyses, maps, presentations and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Bachelor's Degree in Geographic Information Systems, Computer Programming, or a related field required; supplemented by five years of experience in GIS database management, GIS mapping and technologies, computer programming or related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: None.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to overhaul, restore, renovate, construct, and/or rebuild equipment, machinery, or objects, requiring adherence to prescribed standards and specifications. Requires the ability to operate and control the actions of the same equipment, machinery, and/or objects.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations involving basic algebraic principles and formulas, and basic geometric principles and calculations.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors,

sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.