ASHEVILLE, NORTH CAROLINA

Classification Specification

Software Support Technician
Job Code: 2585
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to provide system administration and support for assigned software, to automate geographic information systems (GIS) processes, and to perform GIS data architecture and schema work.

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.

Administers assigned software systems, databases, services, and servers, including credit card transaction software: receives and responds to requests for assistance from end-users; troubleshoots and resolves systems problems; diagnoses and repairs problems; maintains and optimizes performance; sets user permissions and manages passwords; coordinates software updates and migrations; researches and recommends system performance, security, and backup solutions; coordinates with vendor regarding problem escalation and to develop and implement new functionality.

Manages GIS data architecture and automation: creates and manages data tables and spatial query views for GIS users; modifies data and edit controls on changes to data sets, as needed; automates update of GIS warehouse data; publishes data; monitors and compresses database; and troubleshoots, identifies, and resolves problems and issues with special data translation and address data.

Leads GIS special projects and data improvement: coordinates with City GIS users, departments, and the county regarding project goals, objectives, and implementation; writes and automates GIS spatial data analysis queries; and utilizes spatial database functions and tools to trap GIS errors and perform spatial query counts.

Develops process for providing GIS metadata on the Open Data Portal: researches and tests metadata editor tools; ensures compliance with state standards; designs metadata templates for users; automates metadata processes; and trains City staff regarding the same.

Develops interactive web map application for City departments: coordinates with department staff to determine application needs and functionality; designs and updates web map application; and updates web map and related data and data processes as needed.

Composes and produces presentation-quality maps: analyzes, integrates and displays different kinds of geographic data using GIS system; consults with users to identify needs; determines the details of the map to be shown; designs cartographic appearance including size, scale, legend and map elements; identifies the most current data to use; and provides paper map or publishes map to website, as appropriate.

Performs related duties in support of department operations: serves as liaison for City jurisdictional annexation process and public safety and E-911 data updates; performs duties of Emergency Address Coordinator, as needed; and provides technical expertise regarding address data structure to web developers.

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 assigned software and GIS operations; and attends conferences, workshops, and training sessions as appropriate.

Communicates with supervisor, subordinates, other City employees, vendors, the public, 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, invoices, spatial analysis reports, maps, 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 a plotter and 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 Computer Science, Information Technology, GIS, or a related field required; supplemented by three years of experience in GIS data management and analysis, web application development, 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: Must possess and maintain a valid North Carolina driver's license.

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 evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to work with and apply principles of persuasion and/or influence over others to coordinate programs or activities of a project, and resolve typical problems associated with the responsibilities of the job.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools and/or materials requiring complex and/or rapid adjustments.

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 rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA Compliance:

Physical Ability: Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

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.