# Technical Specialist - Spatial Services DTI Service Delivery, Business Systems

## Position information

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| Group: | Digital, Technology and Information (DTI) |
| Reports to: | Supervisor, Spatial Services |
| Classification: | AO5 |

## Your role

As a Technical Specialist - Spatial Services you will apply your expert technical skills in the support, training, management and administration for a large range of diverse and complex business critical spatial applications, environments, systems, services and data. You will provide guidance and advice to business stakeholders and application experts in the most effective ways to manage and configure spatial solutions to support business needs. Collaborate effectively in a team environment and contribute to the development, implementation and management of Seqwater's Spatial Services, including the compilation of support and management documentation.

## Seqwater’s vision, values and promise

Water is essential for life. At Seqwater, it is our job to provide water for more than three million people across South East Queensland. We live and work in the communities we serve, and we proudly work together to deliver on our vision of *Water for Life*. We do this by living our values and keeping to our promise - *Safe for Life*.

Integrity, respect, care and courage are at the heart of the way we work and interact with our colleagues, stakeholders, customers and the communities every day.

## Digital, Technology and Information

The Digital, Technology and Information group develop and implement Seqwater’s strategic technology framework to maximise the value of technology related business investments that assist Seqwater to achieve corporate and operational goals. This group takes the lead on implementing energy management systems and technologies, as well as supporting the development of new technologies that deliver efficiency and connectivity.

## Key relationships

This position supervises: Contractors and consultants working for Seqwater indirectly

Internal customers: All Groups in Seqwater

External customers: Various external stakeholders

## Key responsibilities

Provide expert technical support for spatial applications, environments, systems, services and data. Ensuring timely incident and problem identification and resolution to the agreed stated levels of service.

Provide expert advice to key internal stakeholders in order to support training and optimisation of the organisation's spatial information applications.

Manage, participate and coordinate technical projects in relation to spatial application design, evaluation, implementation, installation and upgrades.

Manage the preparation, development and maintenance of business requirement documentation.

Coordinate unit and business testing of enterprise system enhancements and upgrades.

Develop and maintain the operational procedures, policy and standards pertaining to the systems administration of spatial applications, environments, systems, services and data; ensuring all relevant information is exchanged and shared where appropriate.

Provide proactive administration and support for all applications, services and data managed by the Spatial Services Unit (SSU).

Maintain a high-level technical understanding of Seqwater's spatial applications, environments, systems, services and data.

Ensure working relationships between SSU, DTI, vendor and customer business units are maintained in order to identify, agree and meet customer requirements for core services provided.

Use relevant components of Seqwater’s spatial systems, technologies and products to develop and maintain spatial information by providing relevant reports, analysis and maps to stakeholders.

Deliver quality solutions that comply with DTI policies, standards, procedures and guidelines.

Observe and comply with all Seqwater work health and safety, quality and environmental management systems and procedures.

Undertake other duties, which are assigned from time to time by the Manager.

In all duties, comply with the behavioural expectations set out in the way we work (Seqwater’s Code of Conduct), and our policies and procedures.

## Qualifications and experience

* Tertiary qualification in Information Management, Geographical Information Systems or equivalent.
* Unrestricted ‘C’ Class Driver’s Licence
* A minimum of 3 years experience supporting a large range of diverse and complex spatial applications with an extensive technical background and knowledge of software and hardware
* Demonstrated experience in management of spatial information, spatial data in enterprise environment and operation of spatial systems in an Esri environment.
* Demontrated experience in enterprise geodatabase administration, versioning and workflow management in an ESRI environment.
* Demontrated experience in administering ESRI systems, software installation and upgrades.
* Demonstrated experience in developing spatial analysis framework, performing spatial analysis and presenting the outcome in web mapping solutions in ESRI envronments.
* Demonstrated experience in developing field data collection applications using ESRI environments.
* Demonstrated experience in developing and presenting intuitive and high quality spatially represented, graphical and tabulated information to support improved decision making.
* Demonstrated experience in producing technical documents and training materials related to spatial solutions.
* Knowledge of and experience with Quality Assurance principles and systems and their application to information management and demonstrated ability to interpret and apply quality processes to situations.