

QUEENSLAND URBAN UTILITIES

Role Description



ROLE TITLE:	Senior GIS Analyst
SECTION:	Information Services
DEPARTMENT:	ICT Digital & Analytics
LOCATION:	15 Green Square Close, Brisbane
ROLE CLASSIFICATION:	WIAL-9, QUU Grade 02
MANAGER:	Name: Gabor Vasarhelyi Manager GIS: Date: November 2018

CONTEXT:

Queensland Urban Utilities' (QUU) Geographic Information System (GIS) is a foundation information system supporting QUU to provide sewer and water services to customers within the Brisbane City Council, Ipswich City Council, Lockyer Valley, Somerset and Scenic Rim Regional Councils. In this service area QUU manages some 18,000 kilometres of sewer and water mains.

QUU uses the Esri ArcGIS suite of products to provide a range of geospatial services to support QUU's business delivery.

QUU's Spatial Information Services Unit (SISU) is responsible for the operation of QUU's GIS. The unit consists of four geospatial professionals who as a team deliver a range of essential geospatial services and products to support QUU's business delivery.

PRIMARY ROLE PURPOSE:

To apply expert technical knowledge for managing Queensland Urban Utilities GIS applications and provide governance leadership across the spatial technology domain, including oversight and coordination of activities and resources relating to individual GIS applications, servers and web environments.

The Senior GIS Analyst will manage GIS enhancement projects by collecting business requirements, managing requirements backlog and collaborate with vendors and business units to deliver GIS successful enhancement projects.

The role requires regular customer support and engagement activities to ensure a good customer experience and outcomes.

ROLE ACCOUNTABILITIES:

This role will be responsible for:

- Provide expert input into the strategic direction of spatial technology at QUU. To improve the quality, efficiency and integrity of geographical information systems and datasets.
- Provide operational management of applications including identifying, responding and reporting on application incidents and problems,
- There is a requirement to be on call (rotating shift) for afterhours incidents and scheduled work.
- Managing QUU's geospatial data (including web services, backend system administration procedures and replications, managing user privileges, QUU's mobility solution, ArcGIS online administration).
- Procuring, developing, testing and implement within the business, geospatial products and services.
- Contributing to GIS strategies and continuous improvement activities aimed at
- Analysing business processes and/or business requirements and implementing recommendations.
- Develop and implement internal procedures, standards and work guidelines to ensure geospatial products and services are appropriately managed and maintained.
- Ensuring compliance by developing and maintaining geospatial metadata in accordance with Australian, Queensland Government and Queensland Urban Utilities standards.
- Collaborating with other technical officers to coordinate the provision of geospatial products and services, and the management of technical changes.
- Provide advice and specialist knowledge including training, and workshop participation for customers and stakeholders.
- Developing and maintaining current knowledge of business and emerging technical developments in the area of GIS and spatial information management.

ROLE DIMENSIONS AND RELATIONSHIPS:

Internal Relationships

- Senior managers and officers across the organisation.

External Relationships

- External service providers, vendors, Queensland Government departments, local government authorities.

FINANCIAL:

- FTE budget: Nil
- Operating budget: Nil
- Capital works budget: Nil

CORE CAPABILITIES:

Skills and Abilities

The role requires the following skills and abilities:

- Highly developed skills in using GIS applications including ArcGIS (ArcFM, SDE) Geocortex, ArcGIS Online and FME.
- Strong written and oral communication skills at an advanced level (including the ability to document business processes, make recommendations, provide training and influence both business and technical people).
- Well-developed geospatial analytical, conceptual and problem solving skills.
- Excellent interpersonal skills

Desirable

- Developer skills (Python, XML)
- Geocortex workflow creation
- FME Workspace
- Agile project delivery experience

Knowledge and Experience

The role requires the following knowledge and experience:

- Extensive experience (5+years) in geographical information system development, management and governance.
- Extensive experience (5+ years) in Geographical information systems software
- Substantial experience in the development, delivery and provision of geospatial products and services
- Substantial experience in critically analysing business processes and recommending improvements.
- Working within a team environment to deliver geospatial products and services within a complex organisational setting.
- Extensive experience in building and maintaining effective working relationships with colleagues, vendors and clients in order to achieve desired business outcomes.

Qualifications

The preferred applicant will possess tertiary qualifications in a geospatial related discipline, or significant (5+ years) industry experience. Surveying and Spatial Sciences Institute's (SSSI) GISP-AP certification is also favourable.

Behavioural Competencies

VALUE	BEHAVIOURS	
SAFETY <i>We will always put safety first</i>	<ul style="list-style-type: none"> I am responsible for safety 	<ul style="list-style-type: none"> I am committed to zero harm
CUSTOMERS AND COMMUNITY <i>We walk with the customer and work with the community</i>	<ul style="list-style-type: none"> I actively listen to customers and see things from their perspective I am responsive to the needs of my customers 	<ul style="list-style-type: none"> I always endeavour to exceed customer expectations
ACCOUNTABILITY <i>We take ownership for quality outcomes</i>	<ul style="list-style-type: none"> I am accountable for quality and timely outcomes I am empowered to set myself challenging but realistic goals 	<ul style="list-style-type: none"> I consistently deliver on my promises and commitments When I encounter problems I use initiative to find solutions
PARTICIPATION <i>We are united in the delivery of our shared goals</i>	<ul style="list-style-type: none"> I participate with purpose and pride I engage others to achieve and enhance outcomes I have a sense of urgency about the work that I do 	<ul style="list-style-type: none"> I lead by example and take ownership for my work I am open and honest I have integrity and I show respect for the individual
CREATIVITY <i>We are forward thinking and always looking for better ways</i>	<ul style="list-style-type: none"> I always look for better ways to do things I have the courage to be creative 	<ul style="list-style-type: none"> I initiate and embrace change and inspire others to do the same I am committed to excellence
DELIVER VALUE <i>We deliver value for our customers, the community and employees</i>	<ul style="list-style-type: none"> I know the value that I add to Queensland Urban Utilities' purpose and vision I create and deliver value with the resources available to me I treat all Queensland Urban Utilities' resources as precious 	<ul style="list-style-type: none"> I think beyond the present to drive long-term value for the organisation I am a valued employee and this is demonstrated by Queensland Urban Utilities' commitment to me

ORGANISATION CHART:

