

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION**

CLASS TITLE: GEOGRAPHIC INFORMATION SYSTEMS COORDINATOR
DEPARTMENT: GENERAL SERVICES
REPORTS TO: INFORMATION SERVICES OPERATIONS MANAGER
CIVIL SERVICE: YES

CLASS CODE: 0098
FLSA STATUS: N
DATE: 7-07
BARGAINING UNIT: SEIU

JOB SUMMARY:

Under general direction, coordinates and supervises Geographic Information Systems (GIS) functions and staff within the County's General Services Department; supervises, coordinates and performs GIS planning, design, development, implementation, and system operations; directs and supervises GIS data conversion, application production, funding application and maintenance activities; provides advanced and specialized customer support regarding available GIS technology and services; recommends and implements policies and procedures pertaining to GIS functions; coordinates and supervises the staff and day-to-day operations within the GIS work unit; and manages assigned GIS technology projects.

DISTINGUISHING CHARACTERISTICS:

The Geographic Information Systems Coordinator is a single-incumbent classification with responsibility for managing a complex and specialized technology function within the General Services Department. Duties emphasize functional rather than operational management, but include limited supervision of paraprofessional support staff. This class can be distinguished from other Information Systems division management classes by its specialized GIS focus and its functional rather than operational management emphasis.

SUPERVISION EXERCISED:

The incumbent exercises full scope supervision over subordinate technical, clerical and other staff.

EXAMPLES OF DUTIES: *Duties may include but are not limited to the following:*

- Manages and supervises GIS-related functions and staff within the General Services Agency; supervises, coordinates and performs GIS planning, design, development, implementation, and system operations.
- Provides advanced technical support and direction regarding the development, enhancement and maintenance of County GIS systems and services; participates in the design, creation and maintenance of GIS datasets and the operation and maintenance of the Intranet mapping application website; resolves difficult technical issues and problems; monitors workload statistics to plan capacity and other upgrades; ensures that work schedules and deadlines are met.
- Serves as the primary County interface for GIS data acquisition, correction and maintenance efforts in support of the County-wide GIS program; represents the County at public meetings, conferences, hearings and related activities with public and private groups; administers and supports the County GIS Steering Committee.
- Oversees the preparation of written specifications for GIS software development and the acquisition of software, hardware and communication devices.
- Designs and develops computer applications to support data acquisition activities; develops and recommends GIS policies, operating procedures and standards.
- Participates in technology strategic planning activities and identifies opportunities to develop and enhance GIS operational efficiencies; evaluates and recommends new tools, equipment and methodologies to expedite and/or improve processes.
- Recruits, selects, develops and trains assigned staff; assigns, directs, monitors and evaluates staff work; ensures adherence to policies, standards and procedures; identifies, recommends and arranges for staff development; recommends and implements employee discipline as authorized.
- Communicates and coordinates with other departments and divisions to help identify their GIS options; facilitates discussions regarding business needs and objectives; analyzes and identifies system requirements; plans, develops and presents options and recommendations for GIS solutions.
- Coordinates and manages GIS projects; identifies and plans project goals and technical criteria; communicates with vendors and contractors to research products and services; develops requests for proposals; reviews and recommends vendor and contractor proposals; administers assigned contracts and agreements; monitors project budgets.
- Coordinates the resolution of complex system availability, performance management and capacity planning issues pertaining to GIS systems.
- Provides professional GIS customer support and training; provides timely, accurate and prompt response to customer

service requests; monitors customer feedback; develops and provides user training; receives and resolves customer complaints; adjusts practices as needed.

- Recommends and coordinates the procurement of new hardware, software and supplies for GIS functions and areas; recommends vendor contracts and services.
- Provides input and support to the preparation, monitoring and administration of the Division budget; compiles and analyzes workload data; consults with other departments regarding their GIS needs and plans; prepares complex correspondence, reports and statistical summaries; prepares grants and other funding proposals.
- Continuously communicates with the supervisor regarding the status of assigned projects, issues, goals and objectives.
- Monitors and analyzes legislation and trends pertaining to GIS technology; recommends changes and upgrades to ensure that County GIS technology is efficient and current and in compliance with regulations.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Servers
- Specialized GIS printers and other peripheral devices

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in geography, engineering, architecture, computer science, information systems or a related field, AND four years of progressively responsible professional GIS experience that included the analysis, development, enhancement and maintenance of GIS systems and the provision of GIS customer service. An equivalent combination of education, training and experience may also be qualifying.

Licenses and Certifications:

A valid California driver's license is required.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Principles and practices of public and business administration, including planning, budgeting, procurement and contract management.
- Principles and practices of leadership, motivation, team building and conflict resolution; public sector supervision and personnel management.
- Methods of analyzing customer business needs and recommending technology solutions.
- Principles and methods of cost/benefit analysis, project cost estimating and budgeting.
- GIS software, hardware and infrastructure elements and requirements.
- General information technology and networking concepts pertaining to teleprocessing, LAN, WAN, database administration, telecommunications, wireless and distributed systems.
- GIS database design, structured coding and analysis; advanced GIS application development products.
- Principles, methods and techniques of systems analysis, inter-relationships, design, implementation and integration.
- Data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of research, statistical analysis and report development.
- Principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public information technology management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Utilizing GIS technology to meet organizational requirements.
- Analyzing and resolving technology related problems and customer requests.
- Preparing cost estimates, cost/benefit analyses and budgets.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Applying analytical and management thinking to solve problems or accomplish tasks.
- Planning, organizing and directing functions and staff.
- Selecting and motivating staff and providing for their professional development.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Mental and Physical Abilities:

- Provide consistent and productive leadership to others in both routine and stressful situations.
- Read, analyze and interpret complex technical information including professional periodicals, journals, technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Analyze information quickly and accurately and develop an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical policy makers in the County.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.
- While performing the essential functions of this job, the incumbent is regularly required to walk, stand, bend and sit; use hands to operate a keyboard, grasp, handle, or feel objects; reach with hands and arms, above the shoulders and below the waist; speak and hear normal speech in person and on the telephone; and lift, carry, push and pull objects up to 20 pounds.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- The incumbent's working conditions are moderately quiet.
- Duties may require some evening, weekend, holiday and/or on call work.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.