



Job Description

Title:	IT/GIS Specialist	Code:	
Division:	Administration	Effective Date:	
Department:	IT	Last Revised:	
FLSA Cat:	Non-Exempt	Pay Grade:	

GENERAL PURPOSE

The IT/GIS Specialist is responsible for designing, implementing, and maintaining Geographic information systems (GIS) solutions to support data analysis, mapping, and spatial data needs for the organization. Supporting and maintaining the organization's technology infrastructure, ensuring that all hardware, software, and network systems are functioning efficiently. This role includes IT/GIS expertise to effectively support and enhance the organization's geospatial infrastructure and maintain productivity and security within the organization.

SUPERVISION RECEIVED

Works under the general guidance and direction of the assigned County Commissioner.

ESSENTIAL FUNCTIONS

1. GIS Data Management/Technical Support & Troubleshooting:

- Develop, manage, and maintain spatial databases and GIS datasets
- Ensure data accuracy, integrity, and quality by conducting regular data checks & updates.
- Process, analyze, and interpret geographic data for use in mapping and analytics.
- provide frontline support to staff for hardware, software, and network issues, resolving technical problems promptly.
- Diagnose, troubleshoot, and resolve technical issues remotely or onsite as needed.
- Document issues, solutions, and common fixes to maintain a knowledge base.

2. System Development, Implementation & Network Administration

- Design and implement GIS solutions, including custom tools, web applications, and mobile GIS applications.
- Integrate GIS technologies with existing IT systems, databases, and other third party applications.
- Provide technical support for GIS software, including installation, upgrades, and troubleshooting..
- Install, configure, and manage IT systems, including computers, servers, printers, and networking equipment. Update applications, software, and operating systems.
- Manage hardware assets by tracking inventory, setting up devices, and retiring old equipment.
- Assist with the procurement and setup of new software or hardware as needed.

3. Analysis and reporting

- Generate and deliver maps, reports, and spatial analysis to support various departments and organizational needs.
- Use spatial analysis techniques and software to assist in project planning, asset management, and decision-making.
- Provide GIS-based insights for environmental, logistical, and business-related issues.

4. Cybersecurity & Data Protection

- Implement security protocols, including firewalls, antivirus software, and user access controls.
- Ensure data integrity, backup systems, and disaster recovery processes are maintained and tested.
- Educate and assist staff in understanding and following security best practices.

5. Compliance, User Training, & Documentation

- Ensure compliance with organizational data policies and procedures, as well as regulatory requirements for GIS data usage.
- Document GIS processes, workflows, and systems to ensure consistent practices and easy troubleshooting.
- Prepare detailed reports on GIS system performance, usage statistics, and ongoing projects.
- Provide training to employees on basic IT skills, software usage, and best practices for using systems
- Develop documentation and training materials to help users resolve common issues independently.
- Communicate updates, system changes, or outages to the team in a timely manner.

6. Project Support

- Assist with IT related projects, such as system migrations, new software implementations, or infrastructure upgrades.
- Collaborate with team members to improve systems and introduce new technology solutions.

MINIMUM QUALIFICATIONS:

1. Education and Experience:
 - a. Associates degree in Computer Science or closely related field.
 - b. 1-2 years experience in performing computer technical support, 1 year of GIS experience.
 - c. Equivalent combinations of education and experience may also be considered
2. Required Knowledge, Skills, and Abilities: Knowledge of operating systems, GIS software, databases, and programming languages. Familiarity with data visualization tools, web GIS platforms, networking concepts. Experience with troubleshooting hardware and software issues. Understanding of IT infrastructure, networking basics, and system integration.
- 3.
4. Work Environment: This job operates in a professional office environment, but is regularly performed in a stockroom, warehouse, or other partially environmentally controlled building or space. This job requires traveling and transporting equipment to various building locations either on foot or by vehicle. This job may also require some work outdoors, it may be hot, cold or inclement weather. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate. This role requires the operation of a motor vehicle.