

Position Description

Esri Technical Consultant - Intermediate - February 2019

Reporting To:

Reporting To: Solutions Managers, Technology Manager, Account Managers / Directors

Liaise with:

Projects: Technical Leads, Solutions Architects, Developers, Project Managers, Business Analysts, Account Managers, Clients

Marketing: Directors

Product Support: Directors, Solutions Managers, Account Managers

The Role

The Esri Technical Consultant role at GBS is an intermediate role and utilises your varied skillset and experience.

Main purpose

- To provide GIS Technical Advisory, GIS Management, GIS Business Analyst (BA) and GIS Analyst skills and services, requirements gathering, workshops and project scoping
- GBS consultancy including, on-site consultancy and GIS Analyst and Business Analyst support work as required including technical Esri support
- To liaise and collaborate with the clients to achieve the best outcomes

- To assist with and / or lead the design, development, testing and implementation of GBS projects and solutions
- Providing support and advice on GBS products, solutions and other implementations
- To manage programs of work and projects

Principle accountabilities

- General GIS management, administration and analysis for clients
- GIS technical advisory for clients
- Requirements gathering for projects and programs of work including cost estimation (in conjunction with technical resources)
- Production of agreed detailed functional specifications for development and test teams to use
- Write and assist with proposals for new clients and projects (in conjunction with senior technical resources and Account Managers)
- To work with clients, Solution Architects and Senior Developers to facilitate solution design as required
- Project management (in both waterfall and agile projects) including managing the software development lifecycle, risk and decision registers, budgets, tasking staff and client expectations in accordance with GBS project management processes
- Produce test plans, test scripts and manage the testing process
- Assist with product management and client management
- Defect Management
- Produce and assist with GBS demonstration tools for marketing purposes
- Assist with building case studies
- Provide direct line (1st Tier) support where required or requested, including support for existing and any new products.
- Assist the account managers at month end with invoicing and reporting.
- Contribution to and participation in implementing or improving new processes
- Providing technical support to GBS marketing efforts as required

Key performance indicators

- Achieve minimum of 75% chargeable time
- Complete projects on time, to budget and to scope
- Work to a high standard at all times
- Accurately track and record all time into the GBS time tracking system (LogIt) and the GBS project management software, OnTime.
- Accuracy in documentation and attention to detail
- Comply with project management and reporting requirements as necessary
- Delivery of projects that are as much as possible, defect free or meets the clients' acceptance criteria
- Ability to pay attention to detail but also to see the bigger picture with respect to client requirements and the wider strategic imperatives that may impact on GBS
- Ensure development tasks are kept within project scope
- Appropriate Esri certification as required or as specified by senior staff / directors
- The Environment Professional and social office environment (Mt Wellington, Auckland)
 - We'd prefer that you were co-located with our team in Mt, Wellington in Auckland however, for the right person, it may be possible for you to work from another part of New Zealand.
- Innovative company
- Part of an existing team (20 and growing) of GIS professionals.

Professional Attributes

- Esri Platform experience
 - Esri Server/Desktop tools/Web including ArcGIS Online and Portal for ArcGIS
 - Esri applications like Collector, Survey 123, Operations Dashboard, Insights, also Web AppBuilder.
- You can understand business needs, interpret ideas and present solutions
- You understand industry standard best practices in GIS business analysis and design with a view to developing these skills into the future
- Ability to engage with our clients and GBS staff at multiple levels

- Effective time management, planning and organisational skills
- Excellent written and verbal English communication skills
- Microsoft Office
- Project Management experience

Relevant experience

Necessary

- Understanding of the software development life cycle including Waterfall and Agile methodologies and with a view to developing these skills in the future
- Strong communications, analytical and management skills and be able to liaise seamlessly between business and technical contributors internally and externally
- Excellent knowledge of the Esri platform

Highly Desirable

- At least 3 years' commercial experience in the GIS industry
- Knowledge of (and qualifications in) formal project delivery methodologies and with a view to developing these skills into the future
- Solution management experience

Personal Attributes

Competencies

- Ability to plan work and tasks effectively
- Ability to develop and manage the financial aspects of projects
- Experience working in a team environment
- Ability to take on a Project Management role as required
- Exceptional interpersonal and communication skills
- Confidence to present and host workshops internally and for our customers

- Excellent problem-solving skills – with the ability to adapt in a fast-moving industry
- A team player with the ability to act independently and autonomously
- Ability to work calmly and effectively under pressure whilst still producing quality work
- Ability to work effectively with clients to deliver value and results, where clients may challenge our methods, designs, communications and outputs.

Entrepreneurial qualities

- Enthusiastic
- Motivated
- Self-starter
- Fast learner

Communications skills

Written and Verbal skills

- Listening skills
- Advocacy skills
- Ability to communicate effectively with clients and co-workers.

Self-management skills

- Manage a heavy operational workload in an organised manner and be aware of other team members' workloads and provide assistance where necessary
- Attention to detail
- Deliver on key performance indicators
- Ensure excellent documentation and attention to process
- Ability to apply systems and follow processes

Character attributes

- Honesty and integrity in dealing with others
- Proactive and energetic
- Results focused
- A self-starter and problem solver
- Able to develop, implement and maintain effective relationships and lead teams
- Ability to focus on the needs of the customer/organisation/etc
- Ability to work to a high standard as GBS requires
- Social.