



## Position Description

### Esri Technical Consultant - Intermediate - August 2020

Reporting To:

Reporting To: GBS NZ Directors, Chief Operations Officer

Liaise with:

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

Marketing: Directors

Product Support: Directors, Solutions Managers, Account Managers

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### The Opportunity

The Esri Technical Consultant role at GBS is an intermediate role and utilises your varied skillset and experience in the GIS and spatial sciences field. In particular the role requires experience with the Esri brand of GIS Software products and services.

### Main purpose of the role

- To provide Esri GIS Technical Advisory, GIS Management, GIS Business Analyst (BA) and GIS Analyst skills and services, requirements gathering, workshops and project scoping for and on behalf of our customers as well as internally to GBS which forms part of developing GIS related solutions, software and services.
- GIS consultancy, including on-site GIS consultancy, GIS Analysis and GIS Business Analysis in support of the research and development of proposed GIS projects and services as required. This will include technical Esri support in support of our customers business units, their GIS Technicians and their production of geographic products (such as plans, maps, charts, computer-based programs) and services.
- To liaise and collaborate with the clients to achieve the best outcomes with respect to Esri and GIS

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

## Principle accountabilities

The principle accountabilities and at times the coordination of staff involved with the activities are as follows:

- General GIS management, GIS administration and GIS analysis for clients including the compilation and interpretation of GIS data, designing, implementing and managing GIS databases and related systems and analysing and reporting on geographic data using the Esri GIS products (e.g. ArcGIS for Desktop (ArcMap and ArcPro), ArcGIS Online, ArcGIS Enterprise and Portal).
- Esri GIS technical advisory for clients
- Requirements gathering (for example, researching GIS related business issues and solutions, conducting workshops and working with client Subject Matter Experts) for projects and programs of work relating to geographic products and services including cost estimation (in conjunction with technical resources)
- Production of agreed detailed functional specifications for development and test teams to use as part of their work to develop geographic products and services.
- Write and assist with proposals for new clients and projects (in conjunction with senior technical resources and Account Managers) related to the development of geographic products and services
- To work with clients, Solution Architects and Senior Developers to facilitate geographic solution design as required
- Produce test plans, test scripts and manage the testing process
- Defect Management
- Produce and assist with GBS demonstration tools for marketing purposes
- Assist with building case studies
- Provide direct line (1<sup>st</sup> Tier) support where required or requested, including support for existing and any new GIS related products and services.
- 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.
- Appropriate Esri certification and other training as required or as specified by senior staff / directors to maintain and improve Esri platform proficiency.
- 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 and meet 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

### The Environment

- Professional and social office environment (Mt Wellington, Auckland)
- This role is an Auckland based role.
- Innovative company
- Part of an existing team (24 and growing) of GIS professionals.

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### Professional Attributes

- Esri Platform experience
  - Esri Server/Desktop tools/Web including ArcGIS Online and Portal for ArcGIS
  - Implementing, maintaining, designing and building solutions using ArcGIS applications like Collector for ArcGIS, Survey 123 for ArcGIS, Operations Dashboard for ArcGIS, Insights for ArcGIS, and also Web AppBuilder for ArcGIS
  - Some knowledge and experience in one or more of Python, C#/.Net/.Net Core, ASP.Net (MVC), JavaScript (and frameworks) is also desirable.
- Some knowledge and experience with SQL DB (SQL Server, Oracle, PostGIS, PostgreSQL)
- 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
- Some project management experience

## Relevant experience

### **Necessary**

- At least 3 years' commercial experience in the GIS industry
- 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**

- Knowledge of (and qualifications in) formal project delivery methodologies and with a view to developing these skills into the future

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## Personal Attributes

### Competencies

- Ability to plan work and tasks effectively
- 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.