

Position Description

Esri Technical Consultant - June 2021

Reporting To:

Reporting To: GBS NZ Directors, Delivery Leads

Liaise with:

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

Marketing: Directors

Product Support: Directors, Solutions Managers, Delivery Leads, Account Managers

The Opportunity

The Esri Technical Consultant role at GBS utilises your varied skillset and experience in the GIS and spatial sciences fields. The role requires experience with the Esri products and services.

Main purpose of the role

- To provide Esri GIS Technical Advisory, GIS Management, GIS Analyst skills and GIS Business Analyst (BA) services. This includes but is not limited to; 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 the technical aspects of programs of work and projects relating to GIS products and services.

Principle accountabilities

The principal accountabilities are as follows:

- General Esri 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 business analysts and project managers).
- Write and assist with proposals for new clients and projects (in conjunction with Business Analysts 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.
- Production of agreed detailed functional specifications for development and test teams to use as part of their work to develop geographic products and services.
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- Produce test plans, test scripts and manage technical aspects of the testing process.
- 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 GIS related products and services.
- Contribution to and participation in implementing or improving processes.
- Providing technical support to GBS marketing efforts as required.

Key performance indicators

- Achieve minimum of 75% chargeable time.
- Complete project tasks on time, to budget and to scope.
- Work to a high standard at all times.
- Provide GBS customers with a high level of customer service and satisfaction.
- 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 project and support tasks are kept within scope i.e. be aware of and minimise scope creep.

The Environment

- Professional and social office environment (Mt Wellington, Auckland).
- Working from home for up to 2 days per week is an option.
- This role is an Auckland based role.
- Innovative company.
- Part of an existing team (21 and growing) of GIS professionals.

Professional Attributes

- Esri Platform experience – some or all of the following:
 - Esri Enterprise/Desktop tools/Web including ArcGIS Online and Portal for ArcGIS – implementing, upgrading, managing and administering.

- Implementing, maintaining, designing and building solutions using ArcGIS applications like Field Maps/Collector for ArcGIS, Survey 123 for ArcGIS, Operations Dashboard for ArcGIS, Insights for ArcGIS, and also Web AppBuilder/Experience Builder for ArcGIS.
- Some knowledge and experience in Python (and ArcPy) and/or Arcade is desirable. The following would be useful but not critical - C#/.Net/.Net Core, ASP.Net (MVC), JavaScript (and frameworks).
- Some knowledge and experience with any of the following would be beneficial – SQL DB (SQL Server, Oracle, PostGIS, PostGreSQL), FME, JSON, PowerBI.
- You can understand business needs, interpret ideas, and present solutions.
- You understand industry standard best practices (especially with respect to Esri software and Esri best practice) with respect to GIS and to a degree, Information Technology.
- Experience working as part of both waterfall and agile delivery teams.
- 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.

Relevant experience

Necessary

- At least 3 years' commercial experience in the GIS industry, primarily with respect to Esri GIS implementations and products.
- 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

- Experience with implementing and supporting ArcGIS enterprise and related projects.
- Experience with GIS database and solution design using the Esri platform.
- Experience working in a consulting business.

Personal Attributes

Competencies

- Ability to plan work and tasks effectively.
- Experience working in a team environment.
- Ability to lead and mentor other GBS staff and our client's staff.
- 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 consultancy business and 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 and process.
- Deliver on key performance indicators.
- Ensure excellent documentation.

- Ability to apply systems and follow processes.

Character attributes

- Honesty and integrity in dealing with others.
- Proactive and energetic.
- Results focused.
- Problem solver.
- Able to develop, implement and maintain effective relationships and lead teams.
- Ability to focus on the needs of the customer/organisation/etc.
- Social.