



## City of Lake Oswego, Oregon

### Job Description

## TECHNICAL SUPPORT ANALYST

**FLSA Status: Non-exempt**

**Union Representation: LOMEA**

**Salary Grade: 158**

**Job Code: 1080**

### Class Summary

The Technical Support Analyst is responsible for data migration and GIS as it relates to the asset management system for infrastructure; and survey and drafting duties related to civil engineering.

### Distinguishing Characteristics

The Technical Support Analyst is the third level in the Technical Support job classification series. It is distinguished from the Technical Support Specialist by the requirement for more specialized, professional knowledge of GIS as it related to asset management systems

### Essential Duties and Responsibilities

*The list of duties is a representative sample of the work appropriate to this class and does not include all the duties that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:*

1. Designs plans to extract and synthesize existing CAD data into a GIS format compatible with INFOR or similar asset management systems
2. Integrates GIS objects and data into the asset management system.
3. Organizes data and create electronic files to enable utilization of the integrated map viewer.
4. Performs quality upgrades of data by sorting and sifting records to eliminate duplication and errors.
5. Creates new asset management maps through the use of INFOR or other asset management software.
6. Extracts data for various projects from the databases/asset management system.
7. Instructs city employees on operation of the integrated map view and Hansen.
8. Plots and organize easements in an electronic format; maintain databases.
9. Performs Technical Support Specialist duties as necessary.
10. Performs other duties of a similar nature or level.

### Minimum Qualifications

#### Knowledge of:

- AutoCAD and ArcView software programs.
- Database design and applications.
- Mapping principles.
- Operating systems, such as Windows, Geo Administrator, and Adobe Illustrator

- Principles, practices, methods and techniques of GIS, cartography, manual drafting and map design.
- Data capture procedures.
- Standard reproduction processes for maps, drawings, and blueprints.
- Personal computers and related software applications.

**Skills and Abilities to:**

- Understand mapping principles.
- Determine and implement best methods for making products.
- Gather, compile and present information in a cartographic and tabular format.
- Develop and implement GIS projects.
- Perform GIS analysis.
- Provide good customer service.
- Comply with safety requirements of the position and actively promote safe work practices.
- Communicate effectively with coworkers, management, elected officials and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is through a Bachelor’s degree in Geography, Computer Science, Engineering, or a related field and three years of work experience in GIS and computer science.

**Licensing and Other Requirements:**

Positions in this classification require the ability to possess and maintain a valid driver’s license and ability to meet the City’s driving standards.

**Physical and Mental Demands**

Frequent repetitive motions including, but are not limited to, hand, wrist and finger movements; daily walking, reaching, standing, talking, hearing and seeing. Sedentary work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

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**Department Director**

**Date**

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**Human Resources Director**

**Date**

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**Employee**

**Date**

*This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*