



City of Lake Oswego, Oregon

Job Description

TECHNICAL SUPPORT COORDINATOR

FLSA Status: Non-exempt

Union Representation: LOMEA

Salary Grade: 177

Job Code: 4060

Class Summary

The Technical Support Coordinator is responsible for the development and operation of the City's Geographical Information System (GIS) or Asset Management Program.

Distinguishing Characteristics

The Technical Support Coordinator is the highest level in the Technical Support job classification series. This position has two focus areas: GIS and Asset Management. Under this GIS focus, it is distinguished from the Technical Support Analyst by its responsibility for coordinating with managers, City staff, citizens and other agencies in the region to provide GIS services to City employees, citizens and other governmental agencies. Under the Asset Management focus, this position will design, develop, implement and maintain City Asset resources using specialized software, reporting, and knowledge. This role may have a working title of Asset Management Program Manager.

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:

GIS focus:

1. Establishes GIS goals, standards and objectives.
2. Develops and implement GIS policy and procedures. This includes production standards and procedures for development of associated databases and products.
3. Designs, plans and coordinates the City's general GIS-related database content and products.
4. Purchases and installs GIS software, hardware and supplies. Maximize the functionality of hardware systems. Diagnose and solve computer equipment problems.
5. Researches new developments and applications in GIS.
6. Provides GIS analysis, processing and map production as backup to other GIS staff during periods of heavy work load.
7. Evaluates, prioritizes and responds to requests for services.
8. Oversees data collection and analysis activities.
9. Provides technical assistance and training to staff as needed.
10. Coordinates activities of GIS staff.
11. Develops annual and supplemental budgets and monitor expenditures.

12. Manages and maintain computer file systems.
13. Negotiates contracts and inter-jurisdictional agreements relating to GIS.
14. Participates in local, regional and state organizations, task forces and user groups to coordinate intergovernmental programs.
15. Designs and programs computer applications to deliver GIS data to users.
16. Works with City staff to determine specifications and needs for a variety of map and data products.
17. Maintains GIS data on the City's Intranet and Intranet web pages.
18. Performs other duties of a similar nature or level.

Asset Management focus:

1. Provides Daily operational support for the Computerized Maintenance Management System (CMMS) program .
2. Evaluates and monitors the integrity of the data in the CMMS system.
3. Assists users with operational questions or problems, and in the use of computer software application related to specific activities; provides new user training and ongoing support, to keep all end users apprised of changes and upgrades to the database.
4. Updating workflows and making changes to the CMMS program to meet end user's needs.
5. Implements asset grouping, routine and preventive maintenance scheduling, activity-based costing, task level management, and historical trends analysis.
6. May work outdoors to inspect and gather data related to various infrastructure assets, including but not limited to manholes, storm water inlets, water valves, hydrants, and street signs.
7. Assists with development of applications related to asset management, GIS, and other city reporting and analysis software.
8. Compiles information from existing systems for reports. Researches and develops new tools for financial forecasts, predictive workflows, and analytic reports. Organizes and standardizes formatting. Prepares and maintains required reports for internal and external customers.
9. Assists Public Works management with development of budget proposals, maintaining communications with work teams on status and information needs. Maintains approved budgets, transaction records, and audit trails, including those for special projects, contracted services, and grant-funded activities.
10. Develops dashboards, reports, metrics, and data that provide an overview of assets within the system. This includes maintenance plans, current state of repair, life cycle, and other necessary tracking measures.
11. Performs other duties of a similar nature or level.

Minimum Qualifications

Knowledge of:

GIS Focus:

- GIS and CAD software programs
- Database design and applications.
- Mapping principles.
- Geo Administrator, and Adobe Illustrator
- Principles, practices, methods and techniques of GIS, cartography, and map design.
- Data capture procedures.
- Standard reproduction process for maps, drawings and blueprints.
- Personal computers and related software applications.

Asset Management Focus:

- Specialized technical knowledge workflows, data collection, processing, and analysis related to Asset management administration.
- Presentation of asset, financial, scheduling, and related information for crews and management.
- Working knowledge of storm, sewer, street, water, and other utility features to support field crews in maintenance, data collection, and reporting.
- Requires sufficient math skills to perform cost, and statistical calculations, record distances and geographic measures, and economic/budget analysis.
- Principles of project management

Skills and Abilities to:

GIS Focus:

- 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.
- Write and speak with sufficient skill to exchange or convey information and interact with co-workers, supervisor, the general public, etc. in a clear and tactful manner.
- 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.

Asset Management Focus:

- Understands asset management principles
- Write and speak with sufficient skill to exchange or convey information and interact with co-workers, supervisor, the general public, etc. in a clear and tactful manner.
- 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.
- Ability to apply asset management software techniques and prepare basic maps.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is through a Bachelor's degree in Public Administration, Geography, Computer Science, Engineering, or a related field and five years of work experience in GIS, Public Works, Public Administration, Asset Management or 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.

Department Director

Date

Human Resources Director

Date

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.