



## City of Lake Oswego, Oregon

### Job Description

## TECHNICAL SUPPORT SPECIALIST

**FLSA Status: Non-exempt**

**Union Representation: LOMEA**

**Salary Grade: 151**

**Job Code: 2027**

### Class Summary

The Technical Support Specialist is responsible for participating in the development and maintenance of a strategic computerized database for use in City business.

### Distinguishing Characteristics

The Technical Support Specialist is the second level in the Technical Support job classification series. It is distinguished from the Technical Support Technician by the requirement for more specialized, professional knowledge of business application systems such as GIS to develop and maintain a strategic, computerized database for use in City business.

### 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. Produces maps and other analytical products using GIS software in response to requests from staff and the public.
2. Develops and maintain the cartographic and tabular databases, and the GIS map base layers using ESRI and AutoCAD software; represent current conditions, such as new or corrected addresses, annexations, minor partitions, etc.
3. Examines engineering plans, aerial photographs, maps and legal descriptions in order to enter data into digital format to create layers or corrections to existing data; translate engineer's technical data in GIS format.
4. Responds to information provided by staff and the public and evaluate need for atlas changes; make needed changes in a timely manner; print and distribute periodic updates to atlas holders.
5. Maintains accurate records of layer and map creation activities, and list of atlas holders.
6. Participates in project and long range planning process; may provide software evaluation.
7. 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 product.
- 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 one year 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.*