

<b>POSITION PROFILE</b>	
<b>POSITION:</b> GIS Applications Specialist	<b>DEPARTMENT:</b> Operations
<b>CUSTOMARY WORK HOURS:</b> 8:00 a.m. to 4:30 p.m.	
<b>CUSTOMARY WORK DAYS:</b> Monday - Friday	
<b>SALARY GRADE:</b> Technical Support Non Exempt Schedule VI	<b>STATUS:</b> Non exempt
<b>REPORTS TO:</b> Engineering Supervisor – GIS	

**POSITION SUMMARY**

The GIS Applications Specialist is responsible for the development, maintenance, and support of all Custom web-based GIS applications as well as the implementation and support for all GIS custom interfaces with 3<sup>rd</sup> party applications and enterprise data systems. The GIS Applications Specialist works with the direction of the GIS Supervisor for all requirements and specifications to ensure that all developed applications are interoperable with the overall GIS architecture as well as support the overall goals and mission of the GIS project. The GIS Applications Specialist is also responsible for optimizing the end user experience of all GIS applications with intuitive visual display, fine-tuned application performance, and appropriate data dissemination to the right people for the right task.

**PRINCIPAL ACCOUNTABILITIES**

DAILY

- Maintains, supports and trouble shoots all internal and customer facing web-based GIS Applications and a wide-variety of SSRS reports
- Configures web based applications to improve end-user experience through effective graphic and visual communication utilizing html and application specific styling tools
- Uses Process Maker to build, maintain and support customized workflows as needed by the company
- Assists with integration of GIS data with IVUE, Solar Winds, Netzoom and other enterprise data systems
- Provides client application support and application performance tuning on all web-based GIS applications
- Performs development and code maintenance on all web-based GIS applications
- Works with GIS supervisor to develop requirements and specifications for all web-based GIS applications and integrations with enterprise data systems
- Maintains OSP GIS and COE records in AutoCAD, Netzoom and Newnet CMS
- Posts as-built work order information into AutoCAD based GIS
- Updates cable records in Newnet CMS

PERIODIC

- Prepares spatial and tabular reports utilizing MSSQL Server and SSRS
- Performs field verification to update and correct GIS data
- Researches cable counts and corrects maps accordingly
- Prepare maps, schematics and other documents for special projects as required
- Support line assignments on daily service order activity
- List of principal accountabilities is not exhaustive and may be supplemented as necessary

## KEY PERFORMANCE FACTORS

### ACHIEVING RESULTS

- Applies knowledge of the job. Applies knowledge to new or challenging situations
- Applies technical skills (includes applying existing skills in new or challenging situations)
- Accepts responsibility for and follows through on tasks, assignments, and other responsibilities in a timely manner
- Meets departmental standards for productivity (rated on the basis of work accomplished to volume of work)
- Performs duties with accuracy, thoroughness, attention to detail, and neatness
- Sets challenging, but realistic goals
- Holds self accountable for individual results
- Monitors quality of own or others' work (e.g., double-checks the accuracy of information or work product; checks to ensure that procedures are followed)
- Takes actions to solve a problem or overcome an obstacle to achieving results
- Makes specific changes in work processes or own work methods to improve performance (e.g., does something better, faster, at lower cost, more efficiently; improves quality, customer satisfaction, morale, revenues)
- Performs work in a safe and healthful manner and in accordance with the Company's Safety Program

### PROACTIVITY

- Recognizes tasks, activities, assignments to be done and completes them without specific directive or actively seeks new duties or challenges
- Offers one or more ideas to improve work processes or departmental productivity. Initiates actions to address an anticipated problem or obstacles. Actions are within the constraints of respective authority
- Has the ability to seek information from a wide variety of sources concerning a problem or issue affecting a specific project or department as a whole

### TEAM ATTITUDE

- Expresses the belief that others are fully capable of contributing to the work process and being effective when given the chance
- Participates willingly in departmental or work group decisions. Demonstrates commitment to achieving departmental goals by assisting others, even if the task is not a part of their primary roles and responsibilities
- Shows respect for other's intelligence by appealing to reason
- Genuinely values others' input and expertise and is willing to learn from others (including supervisors, peers, and subordinates)

### ORGANIZATIONAL COMMITMENT

- Respects the ways things are done in the organization and does what is expected (e.g., dresses appropriately, presents the Company in a positive light). Follows Company policies and procedures
- Respects and accepts what management sees as important
- Maintains attendance in accordance with Company guidelines and is consistently punctual
- Makes choices and sets priorities to meet Company's needs
- Cooperates with others to achieve organizational/departmental objectives
- Publicly acts to fit the Company's mission

### FLEXIBILITY

- Understands other people's point of view
- Able to shift easily from one task or focus to a different one
- Willing to change ideas or perceptions based on new information or contrary evidence
- Decides what to do based on the situation (e.g., acts to fit the situation or person)

### SELF-MANAGEMENT

- Demonstrates an ability to handle stress on the job (e.g., able to multi-tasks, prioritize)
- Controls own strong emotions, such as anger or extreme frustration. Remains calm in stressful situations, addressing difficult problems one at a time

- Remains productive under stress. Deals with stress directly and does not allow stress to weaken one's ability to complete a task or interact effectively with others

**CUSTOMER SERVICE ORIENTATION** (internal and external)

- Gives friendly, cheerful service
- Follows through on customer inquiries, requests, complaints
- Keeps customer up-to-date about progress of projects (but does not probe customer's underlying issues or problems)
- Maintains clear communication with customer regarding mutual expectation, monitors customer satisfaction

**PHYSICAL REQUIREMENTS**

- Possesses the ability to speak clearly and understandably and hear communications by telephone and in person
- Possesses fine and gross manipulation skills
- Possesses grasping and power grip abilities
- Must have good vision (with correction)
- Must be able to sit for prolonged periods of time
- Must have minimal ability to stand, sit, squat, bend, kneel, twist, crawl, reach, lift, balance, carry, push, and pull as required for GPS surveying, field visits, and locating existing facilities and standard office clerical functions
- Must be able to perform job duties and responsibilities in all types of weather, ranging from extreme heat to cold, including rain and snow
- Must have the ability to walk and negotiate rough terrain while carrying necessary equipment to perform job duties
- Must be able to lift 50lb. maximum with frequent lifting and/or carrying objects weighting up to 25lb.

**QUALIFICATIONS**

**EDUCATIONAL REQUIREMENTS**

- High school diploma or equivalent
- Bachelor's degree in any information systems-related field such as Computer Science, Computer Information Systems, Information Science, GIS, or a related discipline is desirable
- MCSE Certified for Business Intelligence or Data Platforms is a plus
- HTML Developer Certification is also a plus

**TECHNICAL REQUIREMENTS**

- Proficiency with designing web applications using HTML, CSS, ASP.NET or other web development programming languages
- Must have a strong sense of effective graphic and visual communication
- Strong database querying and programming skills
- Strong data mining, extraction and integration skills
- Proficiency with GIS/Spatial/mapping concepts and technologies is a plus
- Possesses and maintains a valid and unrestricted class "C" driver's license, with driving records that provides insurability under the Company's vehicle insurance carrier and within the guidelines of the Company

**WORK EXPERIENCE**

- 2 years of experience with web design or development
- 2 years of experience with querying and programing within an RDMS
- Experience with database integration
- Experience with graphic design is a preferable

- Cad drafting experience is also a plus

## **ENVIRONMENTAL CONDITIONS**

### GENERAL OFFICE CONDITIONS

Exposure to an air-conditioned/heated office environment with exposure to low noise levels from office equipment and voices. No exposure to notable hazards or unusual atmospheric conditions

### CENTRAL OFFICE

Exposure to an air-conditioned/heated office environment with moderate noise levels generated by the equipment. However, travel conditions from one office location to another can result in exposure to outside elements ranging from extreme cold/heat/humidity/rain/snow

### OUTDOOR CONDITIONS

Exposure ranges from mild to extreme weather conditions, including heat, cold, humidity, rain and snow. At times, personal protective equipment and clothing are the only protection provided against the elements. There is also unavoidable exposure to plant and animal life that inhabit the area.

***THIS POSITION PROFILE DOES NOT PROMISE OR IMPLY THAT THE ACCOUNTABILITIES LISTED ARE THE ONLY DUTIES TO BE PERFORMED OR THAT THE POSITION MY NOT CHANGE, OR BE ELIMINATED. JOB TASKS AND RESPONSIBILITIES ARE NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY. THE REQUIREMENTS FOR THE POSITION ARE REPRESENTATIVE OF THE KNOWLEDGE, SKILL AND/OR ABILITY TO PERFORM DUTIES OF THE JOB. JOB TASKS AND RESPONSIBILITIES MAY BE ALTERED AT ANY TIME, WITH OR WITHOUT WRITTEN NOTICE. IN NO WAY DOES THIS DOCUMENT ALTER THE AT-WILL STATUS OF THE PONDEROSA TELEPHONE CO.***

<b>APPROVALS</b>	
<b>DEPARTMENT SUPERVISOR:</b>	<b>DATE:</b>
<b>DIRECTOR:</b>	<b>DATE:</b>
<b>HUMAN RESOURCES MANAGER:</b>	<b>DATE:</b>