

JOB DESCRIPTION

POSITION:	311 MAPPING SUPPORT ANALYST		
DEPARTMENT:	Communications & Customer Services		
LOCATION:	Various	UNION:	C.U.P.E. Local 543
HOURS OF WORK:	37.5	JOB CODE:	543427
SHIFT WORK REQ'D:	No	GRADE/CLASS:	0.14

DUTIES:

Reporting to the Systems Administrator, this position will maintain the GIS portion for the Motorola, CSR, Contact Centre and Mapviewer system by updating and creating geospatial data, provides functional support for the CSR module, and provides departmental reports under the Cognos system. Responsible for preparing geodatabases and map files that have specific requirements; creates, maintains and updates procedures for the creation of geodatabases. Develop and maintain a Windsor specific address locator. Responsible for providing solutions for dealing with discrepancies that exist in all GIS data from various sources (departments, 211, Essex County.) Assists in coordinating GIS development and maintenance of geospatial layers for 311 applications; responsible for the creation of geospatial layers that do not yet exist or that are unique to 311/211 needs and performs operations required to enter graphical data or tabular data into the GIS system. Author, run and monitor specialized advanced custom reports that are requested by 211, 311, other city departments and outside agencies using Cognos reporting software. Communicates and liaises with various departments in order to update existing geolayers; attends meetings as required. Troubleshoots software issues and creates and executes test scripts in the training database for all new software patches, releases and upgrades prior to implementation to production. Provides formal CSR training and ongoing support to Call Centre staff and other departments; creates and continues to update mapping training manual. Will perform Occupational Health & Safety duties as outlined in the Corporation's Health and Safety Program. Will perform other related duties as required.

QUALIFICATIONS:

- Must have a three (3) year degree or diploma from a university or community college in Geographic Information Systems (GIS), Urban Planning/Geography, Computer Science, or related field, plus one (1) year post-University or College courses in GIS or Certificate in GIS, or Ontario Ministry of Education equivalencies;
- Must have over one (1) year of experience working with a GIS System/Data Base with demonstrated working experience using the ESRI software;
- Must have demonstrated work experience with computer applications such as customer relationship management, business process systems or databases.
- Must be able to demonstrate an advanced level of skill in Excel;
- Must have demonstrated working knowledge of relational databases, such as Microsoft Access, Oracle, SQL or other;
- Must possess strong analytical skills with a demonstrated working knowledge of business process modelling;
- Must be able to deal calmly and professionally with users;
- Must be able to interpret a complicated problem/solution and explain it in non-technical terms;
- Must have good written and verbal communications skills and possess strong problem solving skills;
- Must have a demonstrated ability to train staff;
- Should have experience in an Intranet or Internet environment – either in mapping or programming;
- Amanda and/or CSR functional experience and/or Cognos experience is a definite asset;
- The physical demands analysis associated with this job indicates a sedentary level of work.

In accordance with the Accessibility for Ontarians Act, 2005 and the Ontario Human Rights Code, the City of Windsor will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform the City of Windsor Human Resources staff of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.



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