



HANOVER COUNTY GOVERNMENT
invites applications for the position of:

IT Systems Engineer (CD) GIS Professional

SALARY:	\$56,031.00 - \$76,045.00 Annually
JOB TYPE:	Full-time
LOCATION:	Hanover Courthouse, Hanover
DEPARTMENT:	Information Technology-GIS
OPENING DATE:	10/03/22
CLOSING DATE:	Continuous

DESCRIPTION:

The Hanover Information Technology Department is seeking a motivated GIS Professional to join our GIS & Community Development Support Team (GIS/CD Team). This position requires a full spectrum of GIS and IT skills ranging from editing, cartography, and spatial analysis to ArcGIS and Windows system administration. We offer limited telework, an optional flex schedule, and a supportive environment for growth and professional development.

General Description: This is a professional position that requires expertise in ESRI's ArcGIS suite of applications. The incumbent is responsible for developing customer-focused, business-appropriate solutions in a cross-functional team environment; and applying analytical and problem-solving skills to identify and resolve issues in order to help maximize the benefit of IT systems investments.

Organization: The Systems Engineer position is part of Hanover County's Career Development Program (CD). The Systems Engineer Ladder has four (4) levels: Systems Engineer I, II, III and Senior. Incumbents normally report to a Project Manager and supervise no staff, though they may lead teams.

Essential Functions:

- Performs problem-solving and analysis, including incident management, problem management and root cause analysis.
- Has a knowledge of the customer's business, as appropriate for the specified area of specialization. Leverages knowledge to develop customer-focused, business-appropriate solutions. Engages stakeholders in solution development.
- Communicates effectively with customers and team members.

- Vendor management. Works closely with vendors to develop solutions that meet customer needs; effectively escalate and resolve issues with vendors. Gain strategic insights from vendors.
- Develops and manages appropriate documentation.
- Systems implementation and systems management. Has working knowledge of relevant standards, protocols and languages used within domain of assignment and applies these to develop appropriate solutions.
- Manages work and priorities and utilizes project management practices.
- Stays current in developments within the specified area of specialization and proactively researches trends.
- Manages personal growth and development.
- Adheres to the department's change management standards.
- Performs other duties as assigned.

Assignment-Specific Essential Functions:

- GIS Professional:
 - Maintains enterprise datasets such as parcels, addresses, and street centerlines, as well as data used by Community Development departments, Public Safety, and Emergency Communications.
 - Provides GIS mapping and analysis for citizens, developers, and across all levels of Hanover government.
 - Develops web apps using ArcGIS Enterprise and ArcGIS Online.
 - Leads projects to implement vendor software solutions.
 - Provides technical support and training to promote GIS knowledge and skills throughout the organization.
 - Documents GIS processes and seeks opportunities to automate and streamline procedures for improved customer service.
 - Communicates effectively with County staff, the public, and professional peers.

Working Conditions:

1. Hazards: None known
2. Environment: Office, field. Travel for support, training and conferences.
3. Must perform regular, periodic on-call duties and beyond normal work schedule to resolve critical issues and system upgrades. Includes evenings, weekends and holidays.
4. Physical effort: Moderate – lifts supplies and equipment (PCs, network equipment, etc.).
5. Exempt

Knowledge, Skills and Abilities: Strong customer service orientation. Requires solid general knowledge of Information Technology industry and best practices and expertise in area of assignment. Excellent analytical ability; creative problem-solving and trouble-shooting skills. Excellent oral and written communications skills. Communication must be proactive, timely and audience appropriate. Ability to work independently and use independent judgment. Must be able to prioritize multiple tasks and assignment. Adept at working in a team-oriented, collaborative environment.

Education, Experience and Training: Four years' college education required with a Bachelor's degree in Information Systems, Computer Science or related field preferred. Relevant experience in specific area of expertise, depending on area of assignment, required. – OR – Any equivalent combination of education, experience and/or training sufficient to demonstrate the required knowledge, skills and abilities is acceptable.

Special Conditions:

- Criminal Records check, including fingerprinting
- Valid Commonwealth of Virginia Driver's License
- Twelve-month probationary period
- Rotational on-call after-hours support (including evenings, weekends, holidays).

Revision Date: August 2022

SPECIAL INSTRUCTIONS TO APPLICANTS:

:

SUPPLEMENTAL INFORMATION:

Preferred candidate has experience administering ArcGIS Enterprise, MS SQL Server, and/or IIS. Knowledge of Python, source control, and application lifecycle is also a benefit.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.hanovercounty.gov>

Position #202200185
IT SYSTEMS ENGINEER (CD) GIS PROFESSIONAL
WR

7515 Library Drive
Hanover, VA 23069
804-365-6075

humanresources@hanovercounty.gov

IT Systems Engineer (CD) GIS Professional Supplemental Questionnaire

- * 1. Describe your experience with ArcGIS Enterprise and ArcGIS Desktop.

- * 2. What are your three favorite ESRI applications, tools, or solutions? Describe how you use each and how long you've been using them.

- * 3. Describe your experience with geodatabase design and administration.

- * 4. Describe your experience processing spatial data and using arcpy and/or ETL tools.

- * 5. Do you consider yourself expert in any development tools or platforms? If so, list them here and include details about how you use them.

- * 6. Please explain why you are interested in this position. What job characteristics listed in this posting appeal to you?

- * Required Question