



IT SYSTEMS ENGINEER (CD) – GIS PROFESSIONAL

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.

Hiring range is \$57,152 - \$95,253, plus excellent benefits.

For more information or to apply for this position, please visit our career site at www.hanovercountyjobs.com (804) 365-6075.