

Duties of the Role

GIS COORDINATOR - ROLES AND RESPONSIBILITIES

The GIS Coordinator is a technical expert who provides GIS services and advice to Biosis consultants and clients. The GIS Coordinator reports to the Team Leader – GIS and Compliance and accomplishes project and administrative tasks within allocated timelines, as well as providing mentoring to GIS team members. The main technical duties involve map generation, data manipulation of various data formats, data queries, and complex analytics. Administrative duties include resource management, triaging GIS tasks, QA of outputs, management of spatial and non-spatial data, lead projects, and additional duties required by the team leader. The GIS Coordinator is expected to foster teamwork and actively communication within the GIS team and across the wider business.

Key Responsibility Areas

Key responsibilities of a GIS Coordinator comprise:

1. Supervision of GIS staff
 - 1.1. Coordinate and allocate work for GIS staff
2. Client Support
3. Sales and Client Relationship Management
4. Professional Development
 - 4.1. Support the development, and subsequent training of staff in our consultant development program
5. Project management
6. GIS (ArcGIS and ArcPro)
 - 6.1. Map generation
 - 6.2. Analytics
 - 6.3. QA products for team
 - 6.4. Tool creation
7. Other Duties as Required

Duty Statement

There are several regular tasks which are critical to the functioning of the business. As an employee you are expected to perform these tasks as a matter of course. These are:

- *key performance criteria as determined each year by your team leader.*
- *as regular daily or weekly tasks: a) timesheets (submitted to administration and entered into the Biosis APS Database by noon on Monday every week); b) active participation in the timetabling process; c) recording your daily whereabouts in "Outlook IPFX"; and, d) invoicing each month for all projects for which you are project manager (exceptions are only at the approval of your team leader).*

1. Supervision of GIS staff

1.1. Coordinate and allocate work for GIS staff as it relates to:

1.1.1. Resourcing for GIS tasks, timetabling process and booking of resources

1.1.2. GIS training

1.2. Oversee APS work in progress management and invoicing by GIS staff

1.3. In partnership with the Team Leader – GIS and Compliance, regularly monitor GIS staff performance; translating business goals into individual actions.

1.4. In partnership with the Team Leader – GIS and Compliance, create professional development action plans for directly reporting staff in line with business needs and consultant development program

1.5. Understand and champion the implementation of organisational policy and processes within GIS team

1.6. Active communication across the team and facilitate regular team meetings

2. Client Support

2.1. Maintain close contact with internal client base. Visit our offices on a rotational basis to ascertain any GIS product/services issues that need to be resolved (e.g. collector, survey 123, tracker, etc.)

2.2. Identify company-wide GIS product/service issues through review of customer feedback and identification of trends

2.3. Recommend and implement strategies to address customer issues and improve service offerings

2.4. Communicate clearly and concisely both orally and in writing

2.5. Employ effective listening skills, understanding requirements fully

2.6. Proactively provide constructive feedback to their manager as required

2.7. Develop and maintain effective working relationships with all clients

- 2.8. Continuously improve support functions ensuring excellence, efficiency and accuracy
3. Sales and Client Relationship Management
 - 3.1. Build, manage and maintain relationships, network to build further opportunities, manage conflicts, internal staff relationships and perception
 - 3.2. Explain the Biosis methods and set the standard for the client
 - 3.3. Communicate clearly, convincingly and concisely both orally and in writing
 - 3.4. Explain complex technical concepts clearly with minimal jargon
 - 3.5. Seek out opportunities to establish, develop and actively maintain positive working relationships with clients, communities, and relevant professional bodies
 - 3.6. Develop and assist in the preparation of proposals in response to client briefs in relation to GIS services and mapping requirements
 - 3.7. Support the implementation of key sales strategies for the business under the direction of the Team Leader – GIS and Compliance including managing current customer relationships
 - 3.8. Understand client business and needs
4. Professional Development
 - 4.1. Take responsibility for own professional development plan. Proactively seek out and take advantage of training and development opportunities, including opportunities to learn from others. Identify and communicate opportunities for others
 - 4.2. Support the development, distribution and subsequent training of staff in our consultant development program
 - 4.3. Identify (for team and self), attend, and present at training opportunities including seminars, workshops, and conferences
5. Project management
 - 5.1. Manage large complex projects and delegate multiple project stages
 - 5.2. Oversight and occasional management on the delivery of key GIS projects and proposals
 - 5.3. Regularly report to Team Leader – GIS and Compliance on outcomes of projects
 - 5.4. Manage timelines and adhere to deadlines
6. GIS (ArcGIS and ArcPro)
 - 6.1. Perform advanced GIS functions utilising ArcGIS and ArcPro, which include but are not limited to:

- 6.1.1. Identify and communicate product requirements
- 6.1.2. QA team products in accordance with standards
- 6.1.3. Perform complex spatial analysis and review data and analytic outputs from team members
- 6.1.4. Create automated geo-processing tools and workflows for repeatable processes using modelling and/or scripting languages
- 6.1.5. Understand and comply with data management standards
- 6.1.6. Operate additional GIS resources:
 - 6.1.6.1 Collector
 - 6.1.6.2 Survey 123
 - 6.1.6.3 DGPS
- 7. Other duties as required