

**DEPARTMENT OF NATURAL RESOURCES  
POSITION DESCRIPTION**

**Working Title:** Enterprise GIS Platform Services Administrator

**Classification:** Information Systems Development Services Consultant Administrator

**Location:** State Natural Resources Building - Madison

**Purpose of the Position:**

This position will provide leadership and expertise for agencywide GIS platforms including ArcGIS Online, ArcGIS Portal and ArcGIS Hub. These responsibilities include setting governance policies; developing administrator and user guidance documentation; platform administration; account and license management and planning for platform changes. As an expert in the application of these platforms, this position will provide Tier 2 technical support and solution consulting to DNR staff.

**Location, Geographic Scope and Travel Requirements:** This position works primarily in the State Natural Resources Building - Madison (GEF 2), but may occasionally travel for training, conferences, and project work.

**Scope of Authority:** This position works under the general supervision of the Geographic Information Systems (GIS) Section supervisor, DNR IT Executive Program. This position serves as the agencywide platform manager for ArcGIS Online, ArcGIS Portal and ArcGIS Hub. In addition, this position provides expert-level technical support and consulting for these technologies.

**Responsibilities and Outcomes:**

**40% A: Platform Manager for ArcGIS Online, ArcGIS Portal and ArcGIS Hub**

- A.1. Develop agencywide service offering descriptions for ArcGIS Online, ArcGIS Portal and ArcGIS Hub.
- A.2. Lead the development of platform strategy, vision, roadmap and implementation.
- A.3. Set governance policies for user roles, privileges, content management and publishing in collaboration with other DNR IT subject matter experts.
- A.4. Identify ArcGIS Online, ArcGIS Portal and ArcGIS Hub platform suitability for different DNR program use cases.
- A.5. Define and implement user authentication and authorization standards in collaboration with the DNR IT and Systems Section staff.
- A.6. Support research, evaluation, testing and planning for platform changes. Prepare project plans that include business needs, time/cost estimates, technical scope and resource management. Follow DNR IT project management processes.
- A.7. Maintain user and administrative guidance documentation.
- A.8. Develop and perform platform outreach presentations for DNR management and staff.
- A.9. Design platform user license tracking processes, calculate license chargeback and assist with yearly ESRI license procurement.
- A.10. Configure site web design, shared galleries, security and shared basemaps.

**25% B: Customer Support.**

- B.1 Provide Tier 2 technical support for ArcGIS Desktop, ArcGIS Online, ArcGIS Portal and ArcGIS Hub.
- B.2. Lead the development of in-person and web-based training for ArcGIS Desktop, ArcGIS Online, ArcGIS Portal and ArcGIS Hub.
- B.3. Troubleshoot and resolve performance and other technical problems associated with enterprise basemap and other web services.
- B.4. Consult with ESRI and other vendors to resolve user errors and software bugs.

**25% C: GIS Consulting**

- C.1. Provide consulting services to DNR staff about ArcGIS Online, ArcGIS Portal and ArcGIS Hub usage as the agency subject matter expert for these technologies.
- C.2. Perform technical assessments and development activities that will support the feasibility, cost benefit and systems requirements for proposed GIS projects.
- C.3. Work independently with program staff to determine issues, requirements and technical solutions.
- C.4. Identify linkages and design connections between user applications and department-wide GIS databases, applications and systems.
- C.5. Collaborate with other DNR IT staff to evaluate and recommend strategies for integrating spatial and tabular data.
- C.6. Recommend technical strategies in collaboration with other DNR IT and program staff.

**10% D: Organizational Responsiveness**

- D.1. Maintain knowledge of GIS technology and functional updates through self-study, computer based training and other educational resources.
- D.2. Participate in job-related training and organizational meetings as assigned by supervisor.
- D.3. Follow all general and position-related safety requirements.
- D.4. Perform other position-related duties as assigned.

**Knowledge: Technical Competencies**

- Ability to work independently and make complex decisions within the scope of responsibility.
- Advanced ability to provide leadership and coordinate group or team activities, engage in problem solving and conflict resolution, negotiate agreements, and work effectively with diverse groups in small or large settings.
- High level of skill in effective project management including the coordination and implementation of complex, department-wide projects.
- Organizational and time management skills. Ability to handle multiple priorities and coordinate many tasks at once.
- Excellent analysis, evaluation and problem-solving skills.
- Advanced knowledge of Environmental Systems Research Institute (ESRI) ArcGIS Desktop software (ArcMap, ArcGIS Pro), including extensions and tools (e.g., Spatial Analyst, 3D Analyst, Model Builder), and ESRI ArcSDE Enterprise database structure and management.
- Advanced knowledge of ArcGIS Online, ArcGIS Portal and ArcGIS Hub named user account types, development tools and administrative structure.
- Knowledge of geospatial informational technology architectures.

- Knowledge of fundamental methodologies to perform technical geospatial data collection, processing, coordinate conversion, QA/QC, distribution, management, etc.
- Knowledge of fundamental methodologies of mapping sciences and cartographic design.
- Proficiency with Microsoft office products including Access, Excel, Word, Skype, Power Point, and SharePoint.
- Knowledge of SQL and Python scripting languages.
- Skilled in clear and effective written and oral communication techniques necessary to explain technical information to a non-technical audience.

**Physical Requirements and Environmental Factors:**

Physical requirements include talking in front of groups; sitting for long periods of time; and lifting and carrying 5 to 30 lbs. Environmental factors include working indoors in an office setting and independently traveling to offices around the state.

**Equipment Used:** Computers, tablets, smartphones, virtual meeting hardware, fax machine, copy machine, and telephone.

**Telework Evaluation:** Eligibility for telework is established through Manual Code 9133.10. Telework agreements shall meet the business needs of the department while at the same time providing flexible work options for employees and the department. Telework is not suitable for every position or every employee. Approval or denial of telework shall depend on factors such as the requirements of the job, suitability of tasks, existing workload demands, adequate staffing and coverage, availability of adequate resources, and customer service.