

**CITY OF GRAND HAVEN
JOB DESCRIPTION
GIS/IT COORDINATOR**

Supervised By: City Manager
Supervises: None
FLSA: Exempt

Position Summary:

Under the general supervision of the City Manager, serves as primary point of contact for issues regarding the effective and efficient use of information technologies (IT). Such oversight includes administration of third party contracts for IT consultancy, maintenance of City website, oversight and expansion of Geographic Information System (GIS) technology and social media communications. Serves as internal clearing house for IT management and directs workflow accordingly.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Serves as City webmaster, maintaining content on the City's official website www.grandhaven.org and coordinating related activities with internal staff and contracted providers.
2. Expands City website as interactive tool for internal and external customers. Ongoing evaluation of efforts and continuous improvement to stay current with latest developments in website and social media technology
3. Serves as computer system administrator and oversees contracts with collaborative partners. Directs the purchase, installation, programming, and maintenance of a decentralized computer system.
4. Oversees and assists with technical support provided to City departments regarding computer systems. Assists IT contractors with the troubleshooting of computer issues, phone system, software issues, wireless internet, AV system, network management, and various other technological systems throughout the City.
5. Participates in decisions relating to software and hardware acquisition, implementation, and budgeting.
6. Documents, encourages and enables GIS data creation, data management and quality assurance procedures.
7. Converts maps/design drawings and related information into appropriate GIS data formats for reference.

8. Produces high-quality maps and reports from GIS and other related data. Queries, displays and produces hard copy output from GIS data for information. Prepares visual displays to be used in presentations.
9. Coordinates training programs and software demonstrations for employees, appointed/elected officials and the citizenry regarding City IT functions, GIS, and other software.
10. Designs and maintains standards for data, files, and procedures on the City network.
11. Performs related work as required.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- Associate's degree or the equivalent in information systems, computer science, computer aided design, geography, computer cartography, or other related programs.
- Ability to utilize computers to manage data, prepare correspondence and complete general administrative duties.
- Ability to work constructively and interact professionally with colleagues in other departments, elected officials, the general public, the media, contractors, and representatives of other public agencies.
- Two or more years of experience in information technology management, computer cartography, map use or real estate related professions to complement acquired skills from education.
- Working knowledge of website design and development with experience in implementation of interactive web applications.
- Ability to effectively manage and manipulate messages on universe of emerging social media and web applications.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

An employee in this position spends the majority of their time in an office setting with a controlled climate where they sit and work on a computer for extended periods of time. Communicate by telephone, email or in person, and move around the office or travel to other locations to observe geographic conditions in real space and provide software assistance and other IT troubleshooting.