



## JOB DESCRIPTION

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|---------------|--------------------------------------|
| Title:        | <b>GIS and IT Support Technician</b> |
| Department:   | Legislative and Corporate Services   |
| Supervisor:   | Manager, IT and Business Solutions   |
| Status:       | Full-time, Regular                   |
| Date Updated: | July 2025                            |

### **Job Overview**

This position is responsible for delivering geographic information systems (GIS) services and supporting the SLRD's information technology (IT) infrastructure. Approximately two-thirds of the role focuses on GIS data management, analysis, and mapping, with the remaining third involving IT support and maintenance tasks. The GIS and IT Support Technician works under the direction of the Manager, IT and Business Solutions, providing both technical and analytical support across the organization. While some hybrid flexibility may be available, this position requires a regular on-site presence at the SLRD Administration Office.

### **Key Responsibilities**

GIS Responsibilities:

- Provide GIS support primarily for Asset Management and Protective Services functions.
- Manage, maintain, and update GIS datasets, layers, and geospatial databases.
- Produce high-quality maps, spatial analysis, and reports.
- Maintain and enhance the SLRD's ArcGIS Online environment and related GIS web applications.
- Conduct field data collection and integrate GPS data into GIS systems.
- Collaborate with internal departments to understand mapping needs and deliver custom GIS solutions.
- Ensure data accuracy, consistency, and adherence to metadata standards.
- Assist in developing and maintaining workflows, procedures, and documentation.
- Provide training and support to staff on tools and applications.
- Collaborate with GIS staff in other departments to ensure consistency, share data, and develop coordinated mapping and analysis solutions.
- Support Asset Management through analysis, reporting, integration with asset and financial systems, and collaboration with the Finance department.
- During an Emergency Operations Centre activation, assist as directed in supporting the SLRD's emergency response mandate.

IT Responsibilities:

- Provide first-level support for desktops, laptops, mobile devices, and user accounts.

- Support software installations, updates, and troubleshooting.
- Maintain IT inventory and technical documentation.
- Support end-users with troubleshooting and basic training on IT systems.

### **Qualifications**

- A post-secondary degree or diploma in Geographic Information Systems, Information Technology, or a related field.
- A minimum of 2 years of related work experience in a GIS role. An equivalent combination of experience, training and education may be considered.
- Demonstrated working knowledge of GIS platforms (e.g., ArcGIS Pro, ArcGIS Online, QGIS) and spatial data principles.
- Experience with complementary technologies such as PowerBI, Power Automate, Python, SQL and AI is considered an asset.
- Experience with GPS and field data collection tools and integration.
- Proficiency with office productivity tools such as Microsoft 365, including Excel, Word, Outlook, and Teams.
- Ability to support and train users across a range of technical abilities.
- Technical aptitude with strong organizational, analytical, and troubleshooting skills.
- Effective written and verbal communication skills.
- Ability to work independently and collaboratively.
- Ability to establish and maintain effective working relationships.
- Ability to work under pressure, adaptable and responsive in urgent or emergency settings.
- A helpful attitude and the willingness to learn.
- Experience in a local government environment considered an asset.
- Ability to work on-call/overtime hours during evenings and weekends if required.
- A Valid BC Driver's License with satisfactory driving record.