

**INTERNAL JOB OPPORTUNITY**

<b>POSITION:</b>	<b>311 MAPPING SUPPORT ANALYST</b>	<b>JOB POSTING #:</b>	<b>2015-0070</b>
<b>1DEPARTMENT:</b>	Communications & Customer Service	<b>UNION:</b>	543
<b>POSTING TYPE:</b>	Corporate	<b>JOB CODE:</b>	543427
<b>POSTING STATUS:</b>	Regular Full-Time	<b>POSITION #:</b>	00004329
<b># OF POSITIONS:</b>	One (1)	<b>GRADE/CLASS:</b>	0.14
<b>SHIFT WORK REQ'D:</b>	No	<b>SALARY RANGE:</b>	\$27.44 to \$32.26 hourly
<b>DEADLINE DATE:</b>	<b>Monday, March 16, 2015</b>	<b>HOURS PER WEEK:</b>	37.5

**DUTIES:**

Reporting to the 311 Administrator, this position maintains the GIS portion for the Motorola, CSR, Contact Centre and Mapviewer system by updating and creating geospatial data, provides functional support for the CSR module, and provides departmental reports under the Cognos system. Is responsible for preparing geodatabases and map files that have specific requirements; creates, maintains and updates procedures for the creation of geodatabases. Develop and maintain a Windsor specific address locator. Responsible for providing solutions for dealing with discrepancies that exist in all GIS data from various sources (departments, ENWIN, 211, Essex County.) Assists in coordinating GIS development and maintenance of geospatial layers for 311 applications; responsible for the creation of geospatial layers that do not yet exist or that are unique to 311/211/ENWIN needs and performs operations required to enter graphical data or tabular data into the GIS system. Author, run and monitor specialized advanced custom reports that are requested by 211, 311, other city departments and outside agencies using Cognos reporting software. Communicates and liaises with various departments and ENWIN in order to update existing geolayers; attends meetings as required. Troubleshoots software issues and creates and executes test scripts in the training database for all new software patches, releases and upgrades prior to implementation to production. Provides formal CSR training and ongoing support to Call Centre staff and other departments; creates and continues to update mapping training manual. Performs Occupational Health and Safety duties as outlined in the Corporate Health and Safety program; will perform other related duties as required.

- QUALIFICATIONS:**
- Must have a three (3) year degree or diploma from a university or community college in Geographic Information Systems (GIS), Urban Planning/Geography, Computer Science, plus one (1) year post-University or College courses in GIS, or Ontario Ministry of Education equivalencies;
  - Must have over one (1) year of experience working with a GIS System/Data Base with demonstrated working experience using the ESRI software;
  - Must have demonstrated work experience in a computerized network environment using Excel, PowerPoint, Word and Outlook.
  - Must be able to demonstrate an advanced level of skill in Excel
  - Must have demonstrated working knowledge of relational databases, such as Microsoft Access, Oracle, SQL or other;
  - Must possess strong analytical skills with a demonstrated working knowledge of business process modelling.
  - Must be able to deal calmly and professionally with users;
  - Must be able to interpret a complicated problem/solution and explain it in non-technical terms;
  - Must have good written and verbal communications skills and possess strong problem solving skills;
  - Must have a demonstrated ability to train staff;
  - May be required to lift up to 6 lbs.;
  - Should have experience in an Intranet or Internet environment – either in mapping or programming;
  - Amanda and/or CSR functional experience and/or Cognos experience is a definite asset.

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- Posting Period:**
- **Tuesday, March 10, 2015 at 8:30 AM to Monday, March 16, 2015 at 4:30 PM**
  - **APPLICATIONS WILL ONLY BE ACCEPTED DURING POSTING PERIOD**
- Who May Apply:**
- Current City of Windsor employees. Eligibility for consideration is determined by the applicable collective agreement and/or current Corporate hiring practices.
- How To Apply:**
- Complete an Internal Job Transfer Form (available at Human Resources or on Dashboard) and attach as resume, specifically noting the job posting number, your qualifications and experience as outlined above.
- Apply To:**
- In person to the Human Resources Department or one of the Customer Care Centres
  - By faxing your Job Transfer Form and resume to the Human Resources Department
- Update:**
- By Human Resources on March 5, 2015

In accordance with the **Accessibility for Ontarians Act, 2005** and the **Ontario Human Rights Code**, the City of Windsor will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform the City of Windsor Human Resources staff of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.