Position title:	ESRI Systems Specialist		
Reports to:	Enterprise Applications Manager		
Group:	Technology	Unit:	Enterprise Applications Team
Revision:	02/2025	Date:	04 April 2025

Purpose

To assist with GIS configuration and administration services to support all work areas. Assist with overall provision of GIS to users. Develop the GIS to meet future work requirements of the organisation.

Reporting Structure

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                           |
                  Enterprise
                  Applications
                   Manager
                           |
  -------------------------------------------------------------------------
  |             |             |              |              |             |
Senior ESRI   ESRI Systems  Senior ESRI   Senior         UN QA Analyst  UN QA Analyst
Systems       Specialist    Solution      Enterprise     (Front Office) (Back Office)
Specialist                  Specialist    Application
                                          Analyst
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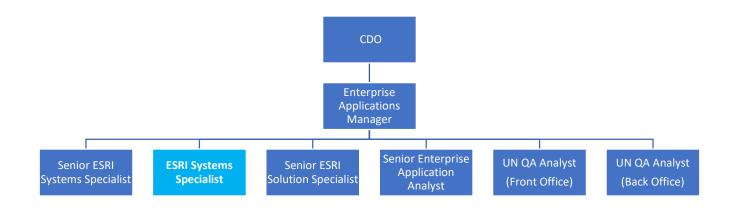
Resource Accountabilities

Staff numbers	Nil	**Operating Budget**	Nil
Capital Budget	Nil	**Expense Authority**	Nil

Performance Outputs

Key Result Areas (What/Result)	Key Tasks / Activities (How)	Performance Measures (Quantity, Quality, Time, Cost)
Support GIS Administration services, and provide specialist system advice to the Organisation	• Support the configuration, maintenance, and administration of WEL's ArcGIS platforms, the desktop products and web the solutions, including ArcGIS Online, ArcGIS Enterprise, ArcGIS Experience Builder, ArcGIS Web AppBuilder and ArcGIS Pro projects • Support the maintenance, and administration of geodatabases • Manage, maintain and support WEL's deployment of GIS field mobility solutions including ArcGIS Field Maps app and ArcGIS Survey123 Connect • Support, maintain, and develop ETL (extract transform and load) processes using Safe Software FME desktop and FME Server	• GIS stability, availability and performance stay within agreed SLAs. • Key processes run to schedule as required. • New functionality is added to the GIS system to agreed timeframes. • Analysis and outputs are provided to agreed timeframes. • Quality and availability of system and data. • Timelines are met. • Adherence to WEL processes, procedures and work method statements.
Support GIS Projects and Developments	• Support GIS projects and developments, particularly for the Esri ArcGIS product suite • Gather business requirements from users and evaluate to support the delivery of GIS projects • Undertake special projects for WEL when required • Undertake continuous improvement projects as and when required	• New functionality is added to the GIS to agreed timeframes. • Adherence to WEL processes, procedures, and work method statements. • Achievement of agreed project measures.

Support and train GIS users	• Assist with the provision of support and training for users of ArcGIS products • Assist GIS users with process development, particularly with respect to workflow and use of GIS data	• Users are supported and satisfied with the GIS services (Customer feedback). • Save documentation, information and data into the appropriate corporate systems. • Adherence to WEL processes, procedures and work method statements.
Targeting "Best in Safety"	• Promotion of good safety management practices • Participation in safety and wellness activities • Being a safety leader	• WEL's health and safety policies and procedures are adhered to at all times.
To work in and promote a 'Best in Service' attitude to all endeavours	• Engage within the business and with community / external stakeholders in a way that supports 'Best in Service', always	• WEL's reputation is enhanced in the community. • You are known for your excellent customer service.

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Person Specification

Qualifications	**Essential**	• Tertiary qualification in computer science, engineering, geography or - related field; or equivalent level of experience
Experience	**Essential**	• Proven experience (3+ years) with Esri products within an enterprise sized environment, including ArcGIS Online support, ArcGIS Enterprise administration and support, the ArcGIS Experience Builder setup and configuration, support of ArcGIS Pro and the ArcGIS Mobility Solutions in the Esri product suite • Proven experience with Safe Software FME products for automating workflows, managing data transformation and data analysis & reporting tasks • Experience with relational database environments and strong SQL skills • A portfolio of work that demonstrates high quality GIS work and deliveries
	Desirable	• Understanding of the ArcGIS Utility Network • Experience with Python • Experience with the GIS Electrical datasets
Behavioural Competencies	• **Integrity:** Demonstrates consistently high integrity, professionalism and business ethics. • **Leadership**: Motivates, empowers and manages others to achieve business goals. • **Teamwork:** Works co-operatively as part of the team. Actively seeks out and listens to the views and ideas of others. Shares information and knowledge freely. • **Collaboration:** Works with peers and others across the business to achieve win-win results and drives behaviour to optimise business outcomes rather than department outcomes. • **Problem Solving / Critical Thinking:** Analyses issues and breaks them down into their component parts. Able to gather a wide range of information, comprehend and make systematic and rational judgements based on relevant information. • **Achievement Focused:** Demonstrates a readiness to make decisions, is resilient and proactive when facing difficult issues, and takes initiative and originate action.	

| | **Communication:** Speaks clearly, fluently and in a compelling manner to both individuals and groups. Writes in a clear and concise manner, using appropriate grammar, style and language for the reader. **Negotiation:** Listens, comprehends and empathises with parties to develop relationships and rapport with others. **Technical Ability:** Provides high quality GIS outputs, solution and support using the tools provided. **Planning and Organising:** Organises and schedules activities and resources efficiently. **Customer Focus:** Dedicated to providing a prompt, efficient and personalised service to clients (internal/external) and works hard to ensure that individual client needs are met. **Quality Orientation:** Has a very high attention to detail. Shows awareness of goals and standards. Follows through to ensure that quality and productivity standards are met. **Fact Finding:** Knows where to obtain relevant information. Checks facts and data. Retrieves and absorbs information quickly. Documents findings clearly and concisely |

Our Purpose

Enabling our *communities to thrive*

Our Vision

To create and support an *innovative and sustainable energy future*

Best in Service

So we have the *trust of our community*

Best in Safety

Every Day - *Home Safe*

Our Values

A **Agile**

We listen to ideas, we explore opportunities and we adapt to changing situations with an open mind. When change is needed we make sure we understand why and we make it work. We're flexible and we respond professionally to change.

B **Build the business**

We make sure our day to day activity is sound while exploring ways to improve the way we work or things we do. We often ask "is there a better way to do this?" and we investigate options.

C **Care for each other, the customer and our assets**

We work as a team across the business to do things the right way. We treat others with respect, listening to their needs so we can deliver a reliable and safe service to our communities.

D **Do the right thing**

We make decisions with integrity and when we can, we help others make the right decision for their situation. We're open, honest and trustworthy. We speak up if we feel we should and we listen to others.

E **Every Day - Home Safe**

We lead by example to keep ourselves, our workmates and our communities safe. We use the right equipment, we challenge unsafe acts and we say no if we think it's not safe.