Position title:	Utility Network QA Analyst – Front Office		
Reports to:	Enterprise Applications Manager		
Group:	Technology	Unit:	Enterprise Applications
Revision:	02/2025	Date:	04 April 2025

Purpose

Coordinate incoming GIS data requests including Helpdesk tickets. Perform data analysis and create outputs as requested by the business. Ensure external data supply meets WELs licence agreement. Attend to staff and contractor walk in inquiries.

Reporting Structure

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                              CDO
                               |
                         Enterprise
                         Applications
                           Manager
   ┌──────────┬──────────┬──────────┼──────────┬──────────┐
Senior ESRI  ESRI Systems  Senior ESRI  Senior Enterprise  UN QA Analyst  UN QA Analyst
Systems      Specialist    Solution     Application        (Front Office) (Back Office)
Specialist                 Specialist   Analyst
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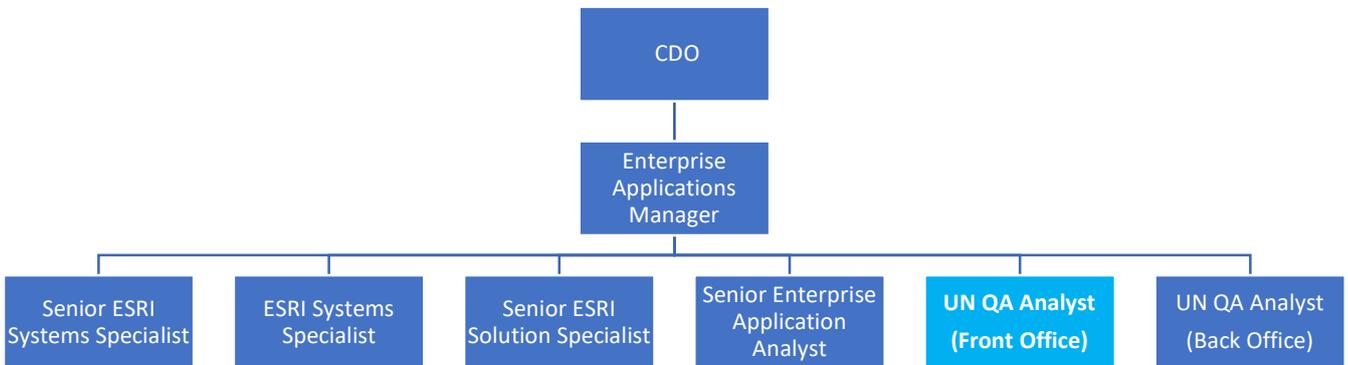
Resource Accountabilities

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)
Manage and develop the Utility Network data model	• Develop procedures and processes to ensure high data quality • Provide advice and training to internal and external teams on our Data Model • Advise relevant staff and contractors on any data quality issues. • Update ESRI with data corrections from field staff and contractors • Develop QA process for asbuilds to ensure high quality	• EHV, LV and HN connectivity remains 99% high • Lower than 10 Dirty areas • Subnetwork has 99% connectivity • 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.
Assist with coordinating incoming GIS requests	• Coordinate incoming GIS data requests including Helpdesk tickets. • Perform data analysis and create outputs as requested by the business. • Ensure external data supply meets WEL's licence agreement. • Attend to staff and contractor walk-in enquiries • Assist with the promotion of GIS software, policy and services	• Requests are handled efficiently and professionally • Customer feedback • Users experience of GIS is enhanced

	• Develop training material and documentation as needed • Assist GIS users with Process Development, particularly with respect to workflow and use of ESRI applications	
Provide and oversee provision of GIS Analysis and Outputs to the organization	• Respond in timely manner, gather requirements and allocate to suitable resource. • Manage, maintain and support WEL's deployment of GIS field mobility solutions including ArcGIS Field Maps app and ArcGIS Survey123 Connect'	• Requirements are gathered and delivered to • Timelines are met • Respond to allocated GIS helpdesk requests within agreed timeframes. • Achievement of agreed measures
Provide operational (level 2) administration services for corporate GIS.	• Oversee day to day use of GIS software and services. • Assist with configuration, maintenance and administration of Esri, FME and Intergraph deployments • Develop operational web, mobile and reporting solutions. • Assist when needed with support, maintenance and administration of GIS database.	• GIS stability, availability and performance stay within agreed SLAs. • Quality and availability of system and data • Requirements are gathered and delivered to. • Timelines are met • Respond to allocated GIS helpdesk requests within agreed timeframes.
Support and train GIS users	• Assist with the provision of support and training for users of ArcGIS products	• Users are supported and satisfied with the GIS services (Customer feedback). • Save documentation, information and data into the appropriate corporate systems.

	• Assist GIS users with process development, particularly with respect to workflow and use of GIS data	• Adherence to WEL processes, procedures and work method statements.
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.

Assist with management of GIS and asset data.	• Help Create, maintain, and conduct Quality Assurance/Quality Control (QA/QC) of geographic and asset data sets using a variety of software and source data. • Assist with maintenance and improvement of GIS and asset data as required. • Assist with data procurement, loading, QA and cleansing.	• Agreed Service Level Agreements are met or exceeded. • Speed, quality and accuracy of information presented. • Adherence to WEL processes, procedures and work method statements.
Enter asset data accurately and efficiently to meet required standards	• Enter as-build data as needed • Capture and maintain Easements, Warning Areas, Ducts and Trenches and other data sets • Create and update assets in SAP • Manage ICPs • Provide QA function to external party ensuring data stays at high quality and provides insights as necessary	• ESRI and other relevant asset data is processed accurately and in a timely manner • Compliance with company H&S policies and procedures • Adherence to assigned 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 an equivalent level of experience
Experience	Essential	• Proven experience (3+ years) with Esri ArcGIS Desktop or ArcGIS Pro within an enterprise sized environment Understanding of the operation of a utility network (preferably electric) and experience with utility focused GIS solutions. • Proven experience (3+ years) in AsBuilt data capture and maintenance in a utility network system • Understanding of the operation of a utility network (preferably electric) and experience with utility focused GIS solutions. • Sound knowledge and experience of GIS and / or Asset management systems and able to use them efficiently and effectively for data entry, validation, analysis and output • Strong communication and interpersonal skills - both oral and written. • Able to follow as-built documentation and plans to meet data quality requirements • Experience of spreadsheet and other analysis tools for data quality • Able to effectively communicate with system owners, data collection parties, and IT department • Able to identify data accuracy and consistency gaps, and develop corrective action plans to resolve problems • Proven ability to work independently and part of small teams. • Team player, cooperative with other staff with a demonstrated commitment to sharing of information and knowledge.
	Desirable	• Experience in ArcGIS Online support, ArcGIS Enterprise administration and support, the ArcGIS Experience Builder, and the ArcGIS Mobility Solutions in the Esri product suite • Experience with Safe Software FME Form for automating workflows, managing data transformation and data analysis & reporting tasks • Experience training staff on processes, procedures and system use.

		- Understanding of financial impacts of GIS and asset data. - Able to develop robust validation tools, analysis and queries to identify and report data accuracy and consistency issues - Experience with relational database environments and strong Structured Query Language (SQL) skills. - 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.