

Job description - GIS support officer (PB5)

Job summary

We have an IT user community of around 1800 people who are geographically spread and delivering a broad range of business functions covering forestry management, timber harvesting, recreation and events management, and management of visitor centres. Excellent IT is essential to help meet our corporate targets and to develop our future.

The GIS Team work with most areas of the business to support and develop spatial data management systems and applications to achieve the organisations objectives.

This position is a key customer facing role in the GIS team. It is a job share and limited to 3 days per week for the duration of the current post holders maternity leave.

It primarily covers customer support but also communications, development, data and user management.

Key responsibilities & accountabilities

The role primarily covers customer support but also communications, development, data and user management.

- support, oversee and deliver technical support of GIS to Forestry England users
- support the delivery of the GIS Team objectives and provide support for users
- assist in data model development, mobile application development, management and analysis in support of Forest Districts, Head Office and other specialist functions in England
- be conduit for information from and to system owners, service desk and users

And any other task reasonably requested by your line manager.

Skills, knowledge & experience

Essential professional and technical experience

- a good working knowledge and proven track record in GIS, specifically using ESRI technology
- knowledge of spatial data structures and formats
- competent IT user with experience in MS Office suite of applications

Desirable professional and technical experience

- knowledge of the broader range of ESRI technologies such as ArcGIS Online, Experience Builder and mobile applications
- proven skills in working with and supporting GIS Users
- experience of Incident management software
- interest in and experience of the environmental sector

Qualifications

Desirable

- masters in GIS or similar