

Job Description - GIS Manager (PB4)

Job summary

The Forestry England IT Team provide systems, services and capabilities to over 2000 staff, across a broad range of business functions. The team consists of highly-skilled IT professionals, with the GIS Team (part of Applications and Solutions) providing expert knowledge to the wider organisation in fulfilling their IT ambitions.

This is a hands on role responsible for:

- Supporting the business as GIS Subject matter expert.
- Managing and leading the GIS Team.
- Managing Forestry GIS Application service
- Management of Solution Design / Product Roadmap
- Management of datasets and layers within the GIS Platform.
- 3rd Line GIS Support You will champion maximising use and adoption of existing and emerging technologies. Help us foster a culture of innovation, bridging the gap between technical teams and business stakeholders. You will identify insights on emerging technology trends and lead experiments to evaluate the feasibility and potential impact of integration, automation, and technologies for our business.

Key responsibilities & accountabilities

- **Key work area 1:** Managing and leading the GIS Team, establishing resource requirements, develop product Roadmap to embrace improvements from our system supplier (Esri). Understanding of existing Applications, Datasets, Layers, and their relevance to the organisation.
- **Key work area 2:** Managing and supporting colleagues within your area, the IT Team, and from wider business to help deliver a valued data platform across the organisation, with a focus on improving and tailoring end-user application functionality within core productivity systems and applications to meet specific business needs.
- **Key work area 3:** Guiding and advising other areas of the Forestry Commission with their planning, development, implementation and delivery of IT systems and services specific to their requirements. Managing implementation from an IT perspective to enable successful delivery of new systems either in house developed or externally procured.
- **Key work area 4:** Playing an active role concerning incident response, disaster recovery and Business Continuity efforts.

Skills, knowledge & experience

Essential professional and technical experience

- Good experience working with cloud services and infrastructure, in particular: o Esri Products (ArcGIS Pro, ArcGIS Online, Experience Builder, Hub) o Microsoft enterprise technologies (365, Cloud, server, client)
- Application service provision & development, linking of bespoke applications and services; experience of APIs, integration/connector tools/services, scripting tools an advantage.
- Data analysis, experience working with broad and varied datasets, maintaining data stores. Reporting and dashboard tools, SharePoint.
- Knowledge of spatial data structures and formats.
- Managing 3rd party application development.
- Undertake structured analysis of business problems and challenges, translating into technical designs and solutions. Provide technical and financial estimate input into proposal documents.

Guiding/advising procurement activities as required.

- Technologies lifecycles standards and delivery best practices, e.g. Agile, SDLC, project management.
- Forge relationships and demonstrate teamwork with colleagues, business functions, IT and non-IT stakeholders, and 3rd parties (suppliers, vendors, partners). Able to work with other Solutions, System, Security, Service Delivery, and Business Partnership colleagues to work to positive outcomes.
- Work with IT colleagues on the resolution of escalated IT technical issues to timely and positive outcomes to required standards.
- Playing an active role within Disaster Recovery and incident response including supporting resolution of IT/Cyber Security incidents.

Desirable professional and technical experience

- Client-side peripherals and devices (Dell, Apple mobile devices).
- Knowledge and Experience in providing solutions across the Esri family of technologies.
- ITIL, ITSM.
- Experience of working with and supporting GIS Users of varying knowledge levels. • Networking technologies.
- Familiarity with HM Government security and assurance frameworks and standards such as GovAssure, Government Functional Standards, SecureByDesign.
- Understanding and experience of data, knowledge and information management principles and concepts.
- Track-record of the ability to influence and guide senior leadership on strategy direction and delivery.
- Ownership of personal development.

As a guide you will be an inspiring, engaging, approachable, enthusiastic, and capable IT professional and team player. Someone with a genuine interest in IT and demonstrating a strong focus on people skills, accountability and pride in your work. Working within defined policy and process where required but also comfortable working under own initiative with strong autonomy to manage your own workload and that of others effectively. Working across other teams and with various stakeholders and third-parties to solve problems effectively is essential. You will have a 'can do' attitude toward challenges that may sometimes be outside of normal scope of working. You must be a good communicator - listening, influencing and negotiating outcomes; and able to speak, write, and guide concisely and articulately. Able to understand and communicate issues, challenges, and opportunities back to the wider IT team. Highly must be organised, with excellent attention to detail and a proactive and pragmatic can-do attitude.

Most importantly, you will be enthused by technology. Conversant with modern computing paradigms and always curious and driven to learn more and applying this to your work.

Qualifications

Essential

- An IT or GIS related qualification at Level 5/degree and/or 3 - 5 years' experience working within an enterprise IT and GIS environment.

Desirable

- Esri Associate or Professional Certificate.
- ITIL v4.