

Position Description

Position Title	GIS Support Analyst – Geospatial Information System (GIS)
Directorate	Corporate Services
Business Unit/s	Corporate Information Services
Reports to	Senior Business Systems Analyst
Classification	Level 6 - Inside Workforce Agreement

Organisational Overview

The City of Stirling is located eight kilometres north of Perth’s central business district and covers an area of around 100 square kilometres from Scarborough, Trigg and North Beach in the west to Balga and Inglewood in the east, and from Beach Road in the north to Herdsman in the south.

The City is the largest local government by population in WA with over 220,000 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

The City has a workforce of around 1200 people and a genuine commitment to invest in our employees to achieve an inclusive, diverse, engaged and capable workforce. The City is recognised for supporting work-life balance through a wide range of flexible work options and offering a range of policies and benefits to create opportunities and an enjoyable and fulfilling employment experience.

Organisational Vision, Mission Statement and Values

Vision

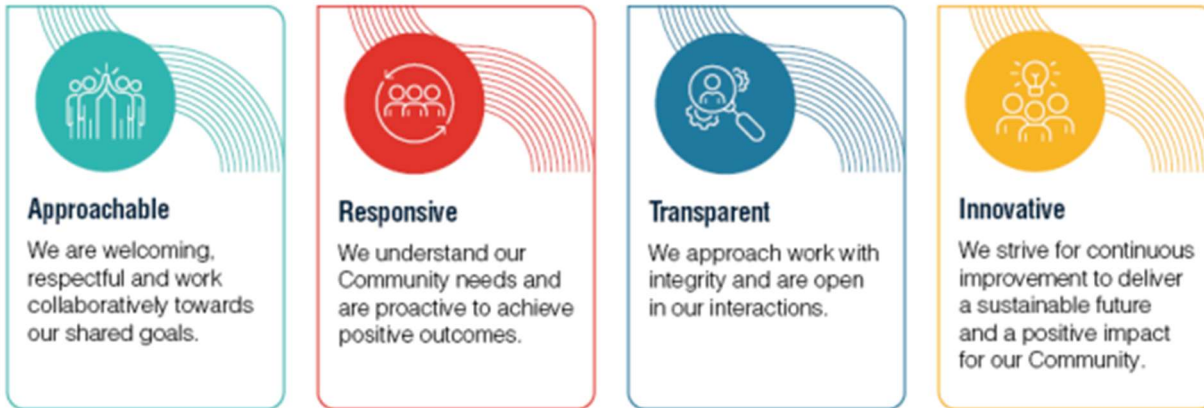
A sustainable City with a local focus.

Mission Statement

To serve our community by delivering efficient, responsive and sustainable service.

Values

The City of Stirling's core values are:



Reporting Relationships

This position reports to the Senior Business Systems Analyst

Business Unit Objective

The Corporate Information Services Business Unit:

- Manages the City's Information and Communications Technology.
- Provides leadership, direction, education and advice on the City's technology and data roadmaps.
- Develops and supports most of the City's Corporate Solutions. When a function resides in another business unit, we act as their technology partner.
- Ensures security and privacy across the technology and data ecosystem.
- Manages the City's Information Management process and ensures compliance with legislative requirements.
- Manages the City's risks associated with technology, data and cybersecurity.
- Is the centre of excellence for Enabling Technology, Solutions Enablement, Architecture, Data and Business Intelligence.

Position Overview

The GIS Support Analyst is responsible for providing operational support and administration for the City's GIS platforms and spatial data. The role focuses on responding to GIS-related service desk requests, maintaining key spatial systems and databases, and producing spatial analysis and outputs to support business needs across the organisation.

The position works closely with Corporate Information Services and business stakeholders to administer IntraMaps (Spatial Cloud), maintain the on-premises SQL spatial database (source of truth for GIS data), and support spatial configuration and processing within TechnologyOne CiA (including ETLs, data models and T-SQL scripts). The role also undertakes general spatial analysis using QGIS and SQL Spatial and assists with improving data quality, documentation and service delivery.

Position Objectives

Provide reliable operational support and administration of the City's GIS applications, services and spatial datasets. The position contributes to the availability and accuracy of spatial information, supports spatial enablement of corporate systems (including the City's ERP environment), and delivers spatial analysis and mapping outputs to meet business needs.

Service Desk and Customer Support

- Action GIS-related tickets received through the service desk, ensuring timely updates, resolution and appropriate escalation.
- Provide day-to-day support to internal users, including troubleshooting GIS access, map services and data issues.
- Maintain clear documentation, knowledge articles and repeatable procedures to improve service delivery.

IntraMaps (Spatial Cloud) Administration

- Administer and maintain IntraMaps (Spatial Cloud), including configuration, user access and service availability.
- Support publishing and upkeep of map layers and web map content, ensuring information is current and reliable.
- Liaise with vendors and internal stakeholders to resolve incidents and implement agreed changes.

Spatial Data and SQL Database Administration

- Administer and maintain the on-premises SQL Server spatial database as the authoritative source of GIS data.
- Perform routine data maintenance activities (data loads, validation, indexing/optimisation where appropriate, and backups/restore coordination in line with ICT processes).
- Support data quality and governance by identifying issues, recommending fixes and maintaining metadata/documentation.

TechnologyOne CiA (Spatial Configuration and Processing)

- Assist with spatial configuration and processing within TechnologyOne CiA, including supporting ETL processes, data models and T-Scripts used to create and maintain spatial outputs.
- Work collaboratively with technical specialists and business users to investigate data issues and implement fixes in line with change processes.
- Contribute to continuous improvement by documenting workflows and identifying opportunities to streamline spatial data processing.

Spatial Analysis and Outputs

- Undertake spatial analysis using QGIS and SQL Spatial to support operational and strategic business requirements.
- Generate maps, extracts and spatial datasets for internal customers, ensuring outputs meet agreed specifications and timeframes.

- Support data integration activities by assisting with spatial joins, geocoding, and validation checks as required.

Accountability and Extent of Authority

- Key responsibility is the day-to-day support, administration and maintenance of the City’s GIS platforms and spatial datasets, including responding to service requests and assisting with agreed enhancements under guidance from senior staff and technical specialists.

Decision Making

- Ability to make decisions with respect to the integrity and inclusion of corporate geospatial datasets.
- Analyse, assess and resolve problems with guidance from technical specialists.
- Work within the corporate management framework of the City.

Corporate Responsibilities

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Observe all safe working practices and work as directed by your supervisor.
- Ensure that you take reasonable care to ensure your own safety and health at work and that of others.
- Takes responsibility for and actively promotes the importance of the City’s Risk Management processes, encouraging others to apply it and achieve positive results from it throughout their work.
- Understand the principles of customer service and undertake duties and responsibility in accordance with the City’s Customer Service Charter.
- Undertake duties and responsibilities in accordance with corporate policies, management practices and procedures and demonstrate expected behaviours aligned with the City’s Code of Conduct.
- Perform other duties as directed.

Selection Criteria

Qualifications/Education Level	
Appropriate tertiary qualifications in Geospatial Sciences/Computer Science or equivalent related experience in Geospatial Information systems management.	Essential
ITIL V3 (Foundation level or higher) or demonstrated relevant experience	Desirable
Exposure to, or willingness to learn, change management and delivery practices in an ICT environment (e.g. assisting with upgrades, testing and documentation).	Desirable
Knowledge, Skills, Experience & Abilities	

Demonstrated ability to carry out analysis and maintenance of spatial data and spatial systems, including the ability to identify, design, extract and report on complex datasets from ERP systems.	Essential
Sound knowledge and competence in the creation, maintenance and access to data and information, including the ability to identify, design, extract and report on complex datasets, with a sound understanding of SQL, geospatial data structures and relational data structures.	Essential
Demonstrated ability to manage workload and competing priorities, and to deliver support outcomes within agreed timeframes and service standards.	Essential
Demonstrated ability to manage competing priorities and customer expectations in a service desk or operational support environment.	Desirable
Excellent verbal and written communication skills with the ability to establish effective working partnerships across all levels of business.	Essential
Demonstrated ability to develop business cases and written technical documentation to support spatial system development and management.	Essential
Highly developed analytical, conceptual and research skills including the ability to devise creative and effective solutions to complex problems in a large and complex business environment.	Essential
Strong and demonstrated skills in business process analysis, mapping and re-engineering for change and management of that change.	Desirable
Demonstrated experience in the development of complex geospatial data/information datasets and related software systems	Essential
Demonstrated technical experience in using GIS software applications, such as, ESRI, QGIS, MapInfo and IntraMaps for designing, creation of special map layers and digital products.	Essential
Demonstrated experience in Data Analysis, Geocoding and Spatial Statistics	Essential
Experience assisting with ICT system changes or upgrades, including testing, data validation and coordination of inputs from stakeholders.	Essential
Demonstrated experience in operational support, administration and continuous improvement of GIS systems and spatial data processes.	Desirable
Demonstrated experience with TechnologyOne ERP solutions i.e. ECM, Property and Rating, Works and Assets.	Desirable
Active contribution to collaborative groups operating in relevant subject areas and proven stakeholder engagement and management skills.	Desirable
Other	
National Police Clearance (under 3 months).	Essential
Current Driver's Licence	Essential

Office use only

Position Creation Date	Date	27 May 2026	Officer	TechnologyOne Transformation and Support Lead
Last reviewed/Modified	Date	27 March 2026	Officer	TechnologyOne Transformation and Support Lead