



Shape a place
where people
want to be

Position Title: Supervisor, GIS

Position Status: Full-Time Regular

Department: Human Resources and Corporate Services

Employee Group: Exempt

Location: 4515 Central Boulevard, Burnaby

Salary Range/ Wage Rate: Management / Leadership, Level M2 (\$126,613.83 - \$148,970.80 annually)

Our Human Resources and Corporate Services Department is seeking a Supervisor, GIS who will lead the GIS team through the next phase of GIS development. This is an important leadership role leading their team to enhance our GIS support using new ESRI tools (like no code low code development), provide GIS support to the departments, and make thoughtful decisions on using GIS with new IT work requests. This person will also play a role in planning for growth while adhering to best practices and industry standards.

You are: An experienced IT leader with a deep understanding of development and the procurement and implementation and/or customization of software, specifically ESRI. You have a proven track record of navigating complex issues, and are adaptable with excellent coaching and communication skills.

This role:

- Manages the delivery, customization, configuration, and ongoing development, implementation and support of the enterprise Geographic Information System (GIS) ESRI. Works collaboratively with client departments and IT staff to identify, plan and implement solutions ensuring compatibility and integration with other business systems as required.
- Contributes to preparing and managing the Division's budget and is responsible for monitoring and controlling spending ensuring the effective and efficient expenditure of allocated funds. Contributes to short and long term planning.
- Manages a complex portfolio of work and provides highly specialized support, including development, guidance and oversight for the enterprise GIS services. Develops and manages ongoing support strategies for these systems and addresses complex issues including addressing the needs of diverse business functions with competing priorities, and in compliance for data and standard policies, and procedures, including security of data and applications. Address vendor management and integration issues and establishes corporate standards and guidelines to evaluate customizations.

- Contributes to assessing IT work requests and makes decisions regarding requests requiring additional business casing. Ensures projects comply with security, audit and risk management requirements as well as other internal policies. Makes decisions regarding acceptable risks weighing the benefits of proposed solutions with potential risk mitigation strategies. Evaluates and develops technical solutions to address business needs including challenging matters related to integration and security.
- Contributes to preparing and evaluating requests for proposals for business systems acquisitions and service contracts. Makes recommendations for awarding contracts ensuring the long-term viability and compliance of solution with corporate standards and policies. Participates in the negotiation and administration of contracts with vendors; develops and maintains relationships with vendors.
- Manages the planning and delivery of diverse projects that include GIS and ensures projects are managed using sound project management principles and methodologies. Prepares project, communication and testing plans and allocates work accordingly.
- Acts as a resource to resolve issues encountered by staff and clients. Assesses and evaluates performance issues and makes decisions regarding the best approach for resolving problems. Addresses sensitive and complex issues regarding client dissatisfaction, scope and budget creep and works collaboratively to bring projects back on track making decisions to escalate matters to a more senior level as required.
- Makes decision regarding resources required and work assignments for staff and contractors. Provides leadership to staff and contractors for making decisions, setting priorities, developing work strategies and engaging and communicating with clients. Responsible for establishing governance, controls, procedures, templates and tools for business application delivery and maintenance. Addresses resource gaps by reassigning staff, prioritizing work and hiring consultants as required.
- Hires, supervises, directs and develops staff, monitoring performance towards division, department, and corporate objectives. Ensures staff adhere to corporate workplace conduct policies. Leads, coaches, and develops staff recognizing the importance of training. Manages a complex portfolio of work and provides highly specialized support, guidance and oversight for enterprise business systems applications and projects of varying size and complexity.
- Keeps current with emerging technologies and trends and ensures work is performed in accordance with current best practices. Conducts research and provides input and suggestions for divisional strategic planning, decision making and initiatives.
- Keeps current with emerging technologies and trends in development technologies. Ensures work is performed in accordance with current best practices. Recommends new approaches and new technology (DevOps, Automation technologies, low code technologies) for divisional strategic planning, decision making and initiatives.
- Performs other related duties as required.

To be successful, you have:

- 5 years of recent, related experience supplemented by a university degree or diploma in computer science, geographic information systems or other relevant discipline; or an equivalent combination of training and experience.
- Sound technical knowledge and analytical abilities related to information technology; information systems; computer applications; and IT systems planning at the enterprise level. Demonstrated ability to provide solutions

in accordance with corporate policies and industry best practices. Broad knowledge of IT infrastructure, security, and architectures and ability to align solutions accordingly.

- Sound technical knowledge related to GIS and enterprise Systems including best practices for addressing the business requirement and addressing the support requirements of diverse business users. Strong experience using ESRI and demonstrated experience using ESRI new technologies.
- Sound knowledge and understanding of Metro Vancouver's business functions, processes and objectives. Ability to provide advice, solutions and recommendations aptly suited and tailored to differing business needs. Considerable knowledge of corporate policies, procedures, goals and regulations.
- Sound written and oral communication skills. Ability to provide clear instructions and translate highly technical information to language easily understood by a variety of audiences. Ability to write and revise memos, reports, and recommendations.
- Demonstrated ability to establish and maintain effective working relationships with internal and external contacts. Strong customer service orientation and ability to tactfully respond to inquiries and complaints and effectively resolve the concerns of sometimes highly frustrated client groups. Proven ability to work cooperatively with others; ability to deal with disagreements and prevent the escalation of conflict.
- Extensive experience with Agile Development and project management.
- Experience with DevOps and continuous delivery.
- Fundamental knowledge of software development lifecycle and associated best practices.
- Demonstrated ability to lead and motivate staff and to manage and develop staff in a highly integrated team environment.
- Demonstrated ability to be Innovative and creative in developing and implementing software solutions in a complex business environment, and in facilitating improvements in business processes.
- Ability to manage and monitor budgets ensuring the effective and efficient expenditure of allocated funds within the approved budget. Ability to manage contracts with service providers and contractors.
- Demonstrated supervisory skills and abilities including the ability to consistently apply and explain corporate policies and collective agreements. Provides constructive and motivating feedback to staff.
- Ability to use judgment to resolve complex problems with considerable impacts on the ability to conduct business effectively and efficiently. Acts as a resource to staff for advice and guidance on potential approaches and problem situations. Demonstrates persistence in overcoming obstacles.
- Valid BC Class 5 Driver's License.

Our Vision:

Metro Vancouver embraces collaboration and innovation in providing sustainable regional services that contribute to a livable and resilient region and a healthy natural environment for current and future generations.

Metro Vancouver employees proudly serve the region and demonstrate the behaviours and attributes of six leadership competencies: Accountability, Adaptability, Building and Nurturing Relationships, Communication, Continuous Learning, and Strategic Thinking and Action.

At Metro Vancouver, we are committed to cultivating a diverse, safe, equitable, and inclusive work environment for all. We strive to attract and retain a talented, diverse workforce that is reflective of the region we serve. If an accommodation is required during the recruitment and selection process, please contact careers@metrovancover.org for support. Learn more about our commitments to diversity, equity, and inclusion [here](#).

Please follow this link <https://metrovancover.org/about-us/careers> to our Careers page where you can submit your application by January 3, 2025.