

To: Members  
Dunwoody City Council

From: Nicole Stojka, Human Resources Director  
Ginger LePage, Technology Director

Re: Discussion of Conversion of Contracted Positions to City Positions for the Technology Department

Date: May 13, 2024

### **Action**

Authorize the Mayor, City Manager, or designee to execute all documents necessary and proper to convert the contracted GIS Manager and GIS Analyst positions to City positions, remove the GIS Technician position from the Technology contract, and approve an amendment to the City's Position Allocation and Compensation Chart.

### **Summary**

Staff with the City are either contracted or employed by the City. After further review of the Technology contract, it is staff's recommendation to convert the contracted Technology positions of part-time GIS Manager and full-time GIS Analyst to full-time City positions of GIS Manager and GIS Analyst and to remove the GIS Technician from the contract. The financial impact to the City is projected to be an increased cost of about \$14,000. The conversion of these positions will help the City with retention and succession planning.

### **Details**

Currently, the City's GIS positions are staffed via a contract. The GIS portion of the contract includes positions of a part-time GIS Manager, a full-time GIS Analyst, and a full-time GIS Technician.

Staff is recommending that the contracted positions of GIS Manager and GIS Analyst be converted to full-time City positions and that the GIS Technician position be removed from the contract. These two converted positions would remain in the Technology Department. As part of a conversion to City staff, there is a need for the Manager position to become a full-time position. This full-time position would require an advanced skill set and would manage the day-to-day operations of the GIS division of the Technology Department. The decision to convert the Analyst instead of the Technician position to a City position is to retain the higher skill set to ensure continuity of operations in the Manager's absence. Since the Manager and Analyst positions are both being recommended as full-time positions and they would possess strong skill sets, they would be able to manage the current workload without the need for a third GIS position.

The Position Allocation and Compensation Chart in your agenda packet shows the recommended grades for these two Technology positions. A proposed City job description also is included for both positions.

With estimated City salary and benefits, the cost to the City to convert these two contracted positions to City positions and to remove the GIS Technician from the contract is expected to result in a cost to the City of \$14,000. If approved by Council, a budget amendment from the Finance Director will be forthcoming.

Staff will work with the vendor, after City Council authorization, to amend the contract at the earliest agreed upon date.

### **Recommendation**

Authorize the Mayor, City Manager, or designee to execute all documents necessary and proper to convert the contracted GIS Manager and GIS Analyst positions to City positions, remove the GIS Technician position from the Technology contract, and approve an amendment to the City's Position Allocation and Compensation Chart.



**PROPOSED POSITION ALLOCATION AND COMPENSATION CHART**

Grade	Department	Title	Full Time	Elected Officials	Salary Range		
					Minimum	Midpoint	Maximum
101	Police	Prisoner Transport Officer	2		\$37,426	\$48,653	\$59,881
104	Finance	Business License Specialist	1		\$47,146	\$61,291	\$75,434
104	Police	Fleet Maintenance Coordinator	1		\$47,146	\$61,291	\$75,434
104	Police	Police Service Representative	6		\$47,146	\$61,291	\$75,434
104	City Clerk	Records Clerk	1		\$47,146	\$61,291	\$75,434
105	Municipal Court	Deputy Municipal Court Clerk	3		\$50,919	\$66,194	\$81,469
105	Police	Property and Evidence Technician	2		\$50,919	\$66,194	\$81,469
105	Technology	Technology Support Specialist	1		\$50,919	\$66,194	\$81,469
106	Police	Crime and Intelligence Analyst	1		\$54,992	\$71,490	\$87,988
106	Police	Crime Scene Technician	1		\$54,992	\$71,490	\$87,988
106	Finance	Financial Analyst	2		\$54,992	\$71,490	\$87,988
107	Police	Detective	8		\$59,391	\$77,209	\$95,026
107	Police	Executive Assistant	1		\$59,391	\$77,209	\$95,026
107	Police	Police Officer	37		\$59,391	\$77,209	\$95,026
107	Technology	GIS Analyst	1		\$59,391	\$77,209	\$95,026
108	City Clerk	Deputy City Clerk	1		\$64,142	\$83,385	\$102,628
108	Human Resources	Human Resources Generalist	1		\$64,142	\$83,385	\$102,628
108	Finance	Revenue Accountant	1		\$64,142	\$83,385	\$102,628
108	Technology	Systems Administrator	2		\$64,142	\$83,385	\$102,628
109	Police	Records Supervisor	1		\$69,274	\$90,056	\$110,839
110	Economic Development	Business Retention and Cultural Development Manager	1		\$76,202	\$99,061	\$121,922
110	Technology	Lead Systems Engineer	1		\$76,202	\$99,061	\$121,922



110	Police	Sergeant	11		\$76,202	\$99,061	\$121,922
<b>Grade</b>	<b>Department</b>	<b>Title</b>	<b>Full Time</b>	<b>Elected Officials</b>	<b>Minimum</b>	<b>Midpoint</b>	<b>Maximum</b>
111	Finance and Administration	Accounting Manager	1		\$82,297	\$106,987	\$131,676
111	Communications	Communications Manager	1		\$82,297	\$106,987	\$131,676
112	Human Resources	Human Resources Manager	1		\$88,881	\$115,547	\$142,211
112	Police	Lieutenant	4		\$88,881	\$115,547	\$142,211
112	Municipal Court	Municipal Court Clerk	1		\$88,881	\$115,547	\$142,211
114	City Clerk	City Clerk	1		\$105,592	\$137,270	\$168,948
114	Community Development	Deputy Community Development Director	1		\$105,592	\$137,270	\$168,948
114	Technology	GIS Manager	1		\$105,592	\$137,270	\$168,948
114	Technology	Technology Manager	1		\$105,592	\$137,270	\$168,948
115	Finance	Assistant Finance Director	1		\$114,040	\$148,252	\$182,464
115	Police	Major	2		\$114,040	\$148,252	\$182,464
116	Communications	Communications Director	1		\$123,163	\$160,112	\$197,062
116	Community Development	Community Development Director	1		\$123,163	\$160,112	\$197,062
116	Police	Deputy Chief	1		\$123,163	\$160,112	\$197,062
116	Public Works	Deputy Public Works Director	1		\$123,163	\$160,112	\$197,062
116	Economic Development	Economic Development Director	1		\$123,163	\$160,112	\$197,062
116	Parks and Recreation	Parks and Recreation Director	1		\$123,163	\$160,112	\$197,062
117	Public Works	Public Works Director	1		\$133,017	\$172,922	\$212,826
118	Finance and Administration	Finance Director	1		\$143,659	\$186,756	\$229,852
118	Human Resources	Human Resources Director	1		\$143,659	\$186,756	\$229,852
118	Police	Police Chief	1		\$143,659	\$186,756	\$229,852
118	Technology	Technology Director	1		\$143,659	\$186,756	\$229,852
119	City Manager	Assistant City Manager	1		\$155,151	\$201,696	\$248,241
	City Manager	City Manager	1		Set by Council	Set by Council	Set by Council
	General Government	City Council		6	Set by Charter	Set by Charter	Set by Charter



	General Government	Mayor		1	Set by Charter	Set by Charter	Set by Charter
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TITLE: Geographic Information System (GIS) Manager

DEPARTMENT: Technology

FLSA STATUS: Exempt

**JOB SUMMARY:**

The Geographic Information System (GIS) Manager is responsible for oversight of all aspects of the City's GIS technologies, operations, projects, and spatial application support. Additional responsibilities include: oversight of the architecture, design, administration, data development, maintenance, implementation, project management, training, and support of GIS technologies, products, and services in support of City operations and initiatives; and serving as the primary subject matter expert and point of escalation for GIS. Work is performed under the general supervision of the Technology Director.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Organizes, instructs, and participates in the development, management, maintenance, and utilization of the City's GIS program.
- Oversees management and publication of data, products, and services within the City's ArcGIS Enterprise and ArcGIS Online.
- Provides supervision to the GIS Analyst position; acts as the escalation point for technical support requests and incidents.
- Designs, develops, coordinates, implements, and maintains a centralized GIS system that accommodates and optimizes use by all departments, City staff, and citizens; creates and integrates new database sources into the centralized GIS system.
- Attends regular status meetings with departments and management, as needed.
- Maintains a GIS ticket queue to document and provide prioritized support for issues and requests.
- Improves work processes by creating and improving spatial data collections and GIS technology.
- Coordinates the collection and maintenance of spatial layers in support of critical enterprise business applications.
- Coordinates and performs ad hoc map creation for stakeholders and special projects.
- Oversees the maintenance of GIS spatial data level security to ensure proper rights and permissions are in place to maintain productivity. Maintains and regularly audits access to provide integrity and security for all datasets and processes.
- Maintains up-to-date knowledge of industry trends and best practices for GIS applications and participates in local, regional, and state groups focused on GIS; interacts with other local, state and federal agencies effectively in promoting the use of City GIS data, interoperability of data and collaboration of efforts.
- Creates visual representations of geospatial data applying complex procedures such as analytical modeling and/or three-dimensional renderings to effectively communicate data and analysis results.
- Performs database administration and maintains GIS infrastructure, architecture, upgrades, patching and versioning of all GIS systems, web servers, and databases; works with the Systems Administrators to ensure backups and business continuity of all GIS systems.
- Provides support to the City's Emergency Operations Center in terms of mapping; assists in planning for emergency management by providing training for mapping and analysis to aid in situational awareness during the course of events and critical incidents.
- Consults with department directors and designated staff from all City departments regarding departmental GIS projects and requirements.
- Prepares and presents clear and well-organized written and oral reports to City Council,



City administration and other groups, as required.

- Participates in the development and testing of an appropriate disaster recovery plan.
- Performs occasional quality assurance checks to ensure proper service is provided by assigned staff in the resolution of GIS ticket requests.
- Assists the Technology Director to ensure departmental compliance with all applicable rules, regulations, standards, policies and procedures; ensures adherence to established safety procedures; monitors work environment and use of safety equipment to ensure safety of employees and other individuals; initiates any actions necessary to correct deviations or violations.
- Assists the Technology Director in preparing the annual goals, strategic plan, and budget for GIS technologies and activities.
- Assists in preparation of Request For Proposal ("RFP"), as required; assists in evaluation of vendor proposal responses to RFPs.
- Provides GIS support, training, leadership, and information to system users, staff members and elected officials regarding operation of GIS Systems, procedures, problems, and related issues; troubleshoots and resolves problems.
- Communicates with the Technology Director, City Manager, City staff, the public, vendors, and other individuals as needed to coordinate work activities, review status of work, exchange information or resolve problems; responds to requests for service or assistance.
- Reviews and analyzes the effectiveness and efficiency of existing GIS systems and develops strategies for improving or further leveraging these systems.
- Briefs management as needed on issues of concern to ensure proper action.
- Attends City Council meetings and official City functions, as needed in an official capacity.
- Participates in annual (at minimum, based on budget allowance) GIS training as it relates to the position.
- Performs other duties as requested, directed or assigned.
- Regular attendance and punctuality are essential requirements of the job.

#### ASSOCIATED DUTIES:

- May be required to attend meetings outside normal business hours
- May be required to drive to alternate City sites and meeting locations
- Manages confidential information as required
- Attends seminars and workshops related to the GIS Manager's duties and responsibilities

#### MINIMUM QUALIFICATIONS:

##### Education and/or Experience

- a) Bachelor's degree in GIS, geography, civil engineering, government/political science, planning, computer science, or a related field from an accredited college or university.
- b) Five (5) years of progressively responsible experience in GIS, preferably in a public sector environment.
- c) Prefer professional GIS Certification or the experience equivalent (ex. GISP, ESRI Technical Certifications, PMP, etc.).
- d) An equivalent combination of education and experience may be acceptable.



Necessary Knowledge, Skills, and Abilities

- a) Knowledge of modern office practices, equipment, methods and procedures
- b) Knowledge of data and application development, programming and automation tools and frameworks, and deployment methodologies
- c) Expertise in Esri ArcGIS Enterprise and Online mapping software products
- d) Expertise in practices and standards required for maintaining GIS data for other departmental work order and asset management software, including 911 Dispatch, Community Development, Public Works, and Parks and Recreation
- e) Advanced knowledge of GIS concepts with demonstrated experience in applying concepts and subject matter to real-world solutions
- f) Skill in SQL, Python, Esri Arcade or other programming languages and its usage to create and modify data sources
- g) Skill in establishing and maintaining effective working relationships with elected officials, co-workers, City employees, the general public, and business and community leaders
- h) Skill in managing competing priorities on multiple projects and meeting deadlines
- i) Skill in operation of standard office equipment, including computers, copiers, scanners, fax machines and telephones
- j) Ability to plan, organize and direct the work of staff and contractors
- k) Ability to pay attention to details in personal work output and that of other assigned staff and contractors
- l) Ability to communicate clearly and effectively, verbally and in writing, including engaging in complex communications
- m) Ability to identify and respond to community and City Council issues, concerns and needs
- n) Ability to deal tactfully, diplomatically and courteously with employees and the general public
- o) Ability to effectively work in an environment and conditions that involve high levels of public contact, irregular work hours, and working closely with others
- p) Ability to manage stressful situations
- q) Ability to make sound decisions, use good judgment, reason and analyze
- r) Ability to maintain strict confidentiality
- s) Highly skilled and expert proficiency level of diagnostic capabilities; ability to use excellent judgement to escalate service or project issues resolution in a timely and effective manner; ability to match resources to technical issues appropriately
- t) Ability to use a personal computer and computer software applications in a Microsoft Windows environment





#### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit; talk or hear; use hands to finger, handle, feel or operate objects, tools or controls; and reach with hands and arms.
- The employee is occasionally required to walk.
- Tasks may involve extended periods of time sitting at a keyboard or workstation.
- The employee must occasionally lift, carry, and/or move up to 50 pounds.
- The employee must occasionally bend, kneel, and crawl to reach computer electrical or wiring connections.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- While performing the duties of this job, the employee typically sits in an office setting.

#### PUBLIC CONTACT:

Extensive contact with other employees and governmental officials often involving problem-solving circumstances. Occasional contact with public citizens during meetings and events.



TITLE: Geographic Information System (GIS) Analyst

DEPARTMENT: Technology

FLSA STATUS: Exempt

**JOB SUMMARY:**

This position is responsible for administration and support of all aspects of the City's GIS technologies, operations, projects, and spatial application support. Additional responsibilities include: assisting in the architecture, design, administration, data development, maintenance, implementation, project management, training, and support of GIS technologies, products, and services in support of City operations and initiatives; and serving as a subject matter expert in GIS. Work is performed under the general supervision of the GIS Manager.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Works with the GIS Manager to identify and resolve business systems issues.
- Develops tools and applications that engage staff and citizens.
- Manages and publishes data, products, and services within the City's ArcGIS Enterprise and ArcGIS Online.
- Assists with the design, development, coordination, implementation, and maintenance of a centralized GIS system that accommodates and optimizes use by all departments, City staff, and citizens; creates and integrates new database sources into the centralized GIS system.
- Provides end-user support services including training, diagnosing, and resolving issues.
- Assists the GIS Manager in the creation and improvement of spatial data collections and GIS technology.
- Collects and maintains spatial layers in support of critical enterprise business applications.
- Performs ad hoc map creation for stakeholders and special projects.
- Maintains GIS spatial data level security to ensure proper rights and permissions are in place to maintain productivity.
- Maintains up-to-date knowledge of industry trends and best practices for GIS applications and participates in local, regional, and state groups focused on GIS; interacts with other local, state and federal agencies effectively in promoting the use of City GIS data, interoperability of data and collaboration of efforts.
- Creates visual representations of geospatial data applying complex procedures such as analytical modeling and/or three-dimensional renderings to effectively communicate data and analysis results.
- Provides support to the City's Emergency Operations Center in terms of mapping; assists in planning for emergency management by providing training for mapping and analysis to aid in situational awareness during the course of events and critical incidents.
- Provides GIS support, training, and information to system users, staff members and elected officials regarding operation of GIS Systems, procedures, problems, and related issues; troubleshoots and resolves problems.
- Communicates with the Technology Director, City Manager, City staff, the public, vendors, and other individuals as needed to coordinate work activities, review status of work, exchange information or resolve problems; responds to requests for service or assistance.
- Assists the GIS Manager with the review and analysis of the effectiveness and efficiency of existing GIS systems and assists in developing strategies for improving



or further leveraging these systems.

- Briefs supervision as needed on issues of concern to ensure proper action.
- Participates in annual (at minimum, based on budget allowance) GIS training as it relates to the position.
- Assists with GIS projects.
- Prioritizes ticket queue and ticket system management; documents all work as service tickets within the ticket system management.
- Performs other duties as requested, directed or assigned.
- Regular attendance and punctuality are essential requirements of the job.

#### ASSOCIATED DUTIES

- May be required to attend meetings outside normal business hours
- May be required to drive to alternate City sites and meeting locations
- Manages confidential information as required
- Attends seminars and workshops related to the GIS Analyst's duties and responsibilities

#### MINIMUM QUALIFICATIONS:

##### Education and/or Experience

- a) Associate degree in GIS, geography, civil engineering, government/political science, planning, computer science, or a related field from an accredited college or university, or equivalent coursework completed while working towards a bachelor's degree in GIS, geography, civil engineering, government/political science, planning, computer science, or a related field from an accredited college or university.
- b) Three (3) years of experience in GIS, preferably in a public sector environment.
- c) Prefer professional GIS Certification or working towards professional GIS Certification (ex. GISP, ESRI Technical Certifications, etc.).
- d) An equivalent combination of education and experience may be acceptable.

##### Necessary Knowledge, Skills, and Abilities

- a) Knowledge of modern office practices, equipment, methods and procedures
- b) Familiarity with data and application development, programming and automation tools and frameworks, and deployment methodologies
- c) Skill in Esri ArcGIS Enterprise and Online mapping software products
- d) Knowledge of practices and standards required for maintaining GIS data for other departmental work order and asset management software, including 911 Dispatch, Community Development, Public Works, and Parks and Recreation
- e) Knowledge of GIS concepts with demonstrated experience in applying concepts and subject matter to real-world solutions
- f) Skill in SQL, Python, Esri Arcade or other programming languages and its usage to create and modify data sources
- g) Skill in establishing and maintaining effective working relationships with elected officials, co-workers, City employees, the general public, and business and community leaders
- h) Skill in managing competing priorities on multiple projects and meeting deadlines



- i) Skill in operation of standard office equipment, including computers, copiers, scanners, fax machines and telephones
- j) Ability to pay attention to details in personal work output
- k) Ability to communicate clearly and effectively, verbally and in writing, including engaging in complex communications
- l) Ability to identify and respond to community and City Council issues, concerns and needs
- m) Ability to deal tactfully, diplomatically and courteously with employees and the general public
- n) Ability to effectively work in an environment and conditions that involve high levels of public contact, irregular work hours, and working closely with others
- o) Ability to manage stressful situations
- p) Ability to make sound decisions, use good judgment, reason and analyze
- q) Ability to maintain strict confidentiality
- r) Ability in diagnostic capabilities; ability to use excellent judgement to escalate service or project issues resolution in a timely and effective manner; ability to match resources to technical issues appropriately
- s) Ability to use a personal computer and computer software applications in a Microsoft Windows environment

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