

Role Description

ESCAD GIS Analyst



Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Division/Directorate/Branch/Unit	Strategic Capability/ Operational Capability/ Operational Communications/ ESCAD & GIS Operations
Classification/Grade/Band	Clerk Grade 9/10
Kind of Employment	Ongoing
Role Number	Generic
ANZSCO Code	262113
PCAT Code	1116592
Agency Website	www.fire.nsw.gov.au

Agency overview

Fire and Rescue NSW (FRNSW) is one of the world's largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimising the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters and medical emergencies. Our teams also undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

Primary purpose of the role

Manage and support the geospatial data components of the Emergency Services Computer Aided Dispatch (ESCAD) and related systems, ensuring the accuracy, accessibility and availability of geospatial information to support emergency operations and related business functions.

Key accountabilities

- Design, manage and support the ESCAD GIS environment, systems, processes, data and associated schemas to ensure response outcomes for the community are optimised.
- Embed continuous improvement practices to ensure GIS data, related systems and processes remain optimal and continue to meet the needs of internal and external stakeholders.
- Support the ongoing reliability, accuracy and correct functionality of the ESCAD and related systems, by ensuring timely implementation of appropriate system and data updates and upgrades
- Investigate and analyse problems and discrepancies with data and implement immediate corrective action ensuring all modifications are validated and meet time and operationally critical constraints
- Undertake product evaluations on GIS applications, datasets, tools and techniques
- Ensure that system issues are escalated and managed appropriately in accordance with the appropriate service level agreements to minimise user/system downtime
- Manage the production and maintenance of the ESCAD routable road network

Key challenges

- Ensure effective access to data and information assets whilst maintaining the requirements of security, privacy and confidentiality
- Apply techniques of spatial and data analysis using open source and proprietary technologies
- As a GIS technical specialist, maintain currency of knowledge and changes in GIS technology to support FRNSW's efficient response and operational effectiveness

Key relationships

Who	Why
Internal	
Manager ESCAD/GIS Operations and Superintendent Operational Communications	<ul style="list-style-type: none"> • Provide advice on GIS systems and relational databases • Provide expert data management advice to guide the development of information management practices • Work collaboratively to optimise the routable road network to provide the most efficient response recommendations • Escalate issues, keep informed, advise and receive instructions
Operational Capability & Information Technology staff	<ul style="list-style-type: none"> • Assist with the training of ESCAD Operations staff to facilitate the effective operation of the business unit • Liaise with relevant IT Managers and data suppliers to resolve issues associated with data quality and supply
FRNSW staff	Provide subject matter expertise to project teams and internal FRNSW committees and groups as required in relation to geospatial systems from a computer aided dispatch and emergency response perspective
Database users	<ul style="list-style-type: none"> • Liaise with database users to implement their requirements
Contractors, developers, vendors and consultants	<ul style="list-style-type: none"> • Supervise contractors and developers and ensure objectives are achieved within relevant budgets
External	
External Stakeholders including Rural Fire Service, dataset & database suppliers	<ul style="list-style-type: none"> • Provide and receive information in resolving GIS and database related problems • Represent FRNSW in negotiation and discussions with central and other agencies and external parties <p>Manage the maintenance of jurisdictional boundaries and external agency Mutual Aid Agreements into ESCAD and related systems</p>

Role dimensions

Decision making

- Makes day-to-day decisions within the scope of the role, prioritising in accordance with agreed timeframes and level of complexity

Reporting line: Manager ESCAD / GIS Operations

Direct reports: Nil

Budget/Expenditure: As per FRNSW Delegations Manual

Essential requirements

1. Relevant tertiary qualification in Geographical Information Systems or related sciences, or a demonstrated record of achievement in a related field.

Capabilities for the role



The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the at each level

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural Indicators	Level
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way and encourage others to do so• Act professionally and support a culture of integrity• Identify and explain ethical issues and set an example for others to follow• Ensure that others are aware of and understand the legislation and policy framework within which they operate• Act to prevent and report misconduct and illegal and inappropriate behaviour	Adept
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none">• Take responsibility for delivering high-quality customer-focused services• Design processes and policies based on the customer's point of view and needs• Understand and measure what is important to customers• Use data and information to monitor and improve customer service delivery• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers• Maintain relationships with key customers in area of expertise• Connect and collaborate with relevant customers within the community	Adept
 Relationships	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none">• Build a supportive and cooperative team environment• Share information and learning across teams• Acknowledge outcomes that were achieved by effective collaboration	Intermediate

- Engage other teams and units to share information and jointly solve issues and problems
- Support others in challenging situations
- Use collaboration tools, including digital technologies, to work with others



Results

Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek and apply specialist advice when required
- Complete work tasks within set budgets, timeframes and standards
- Take the initiative to progress and deliver own work and that of the team or unit
- Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals
- Identify any barriers to achieving results and resolve these where possible
- Proactively change or adjust plans when needed

Intermediate



Business Enablers

Technology

Understand and use available technologies to maximise efficiencies and effectiveness





- Champion the use of innovative technologies in the workplace
- Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies
- Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes
- Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes
- Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies

Advanced

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate