



Senior Spatial Services Administrator

Section: People, Process and Technology

Salary point: 16

Position number: PSC298

Last updated: May 2026

Position objectives

The Senior Spatial Services Administrator is the product owner for Council's GIS and spatial platforms, accountable for the strategy, roadmap, vendor relationship and continuous improvement of Council's spatial systems, workflows and user experience within the context of a 'one Council data management approach'.

This includes embedding business excellence principles, the framework, tools and techniques in the delivery of customer focused corporate systems support and risk management. An important part of this role is the ability to develop strong and collaborative relationships with all stakeholders including customers and the other members of the People, Process and Technology section. The position reports directly to the Corporate Application & Data Manager.

PSC values



Respect: Creating a unique, open and trusting environment

Integrity: Being honest and taking responsibility for our actions

Teamwork: Working together as one Council to support each other

Excellence: Improving the way we work, to meet future challenges

Safety: Providing a safety focused workplace culture

Key responsibilities

Product Ownership and Technical SME of Council's Spatial Services (Service Operation):

- Act as the product owner and technical subject matter expert for Council's GIS and spatial platforms, including current ESRI environment and the legacy CadCorp SIS platform pending decommissioning

- Investigation and resolution of Council's Spatial Corporate system incidents at level 2/3, providing specialist technical advice across Council
- Undertake system administration functions by supporting and maintaining the Spatial Corporate System by performing database administration tasks such as data validation
- Analyse and design enhancements and ad-hoc requests associated to the Spatial Corporate System
- Work with colleagues and customers to promote the best way of using existing Spatial Corporate System across the organisation including analysis of identified sub-optimal business process & systems functions
- Maintain accurate and accessible documentation
- Work with colleagues and customers to maintain land information and spatial datasets that are used across the enterprise
- Prepare and implement appropriate spatial information training programs for Council staff
- Develop and maintain effective relationships with external vendors and support agents including primary relationship ownership for ESRI, CadCorp and other spatial support agents including licensing, contract renewals, SLA performance and escalation management
- Complete the scheduled preventative maintenance tasks (outside business hours) which includes the application of firmware updates and system patches and service packs
- Manage the controlled transition from CadCorp to ESRI, including the documented archive, retention and read-only access arrangements from legacy spatial data and the decommissioning pathway

Incident and problem management (Service Operation):

- Investigation and resolution of incidents in a way that minimises service disruption to customers
- Identify issue patterns based on incoming customer requests and incidents documented in the ICT service desk and lead in the identification of underlying causes and the development of effective long term solutions

Project Delivery, Product Strategy & Roadmap:

- Own and maintain the GIS and spatial platforms roadmap aligned to Council's Digital Strategy and Roadmap and the Corporate Applications and Data portfolio
- Provide input into concept development and project initiation of Spatial Corporate System, data and information governance and management projects
- Project management and delivery of assigned Spatial Corporate System, data and information governance and management projects
- Develop and champion spatial data and information management as critical enablers of business and service transformation, improved effectiveness and efficiency, collaboration, and open government
- Contribute to planning, managing and evaluating the continued operation, development and support of Council's spatial capabilities
- Manage risks in accordance with Council's Integrated Risk Management System

- Actively participate in external networking groups to maintain an awareness of industry trends and technological advancements related to spatial capabilities

Key accountabilities

Provides a professional and specialist advisory role to people within Council and is responsible for performing a mix of repetitive and non-repetitive tasks which have elements of complexity. Standard tasks are to be completed in accordance with existing processes and/or practices to ensure that customer satisfaction is achieved. For non-standard tasks, the Senior Spatial Services Analyst is required to investigate alternatives and develop sustainable solutions and/or processes that meet customer's expectations.

Main Corporate Systems supported:

- Esri & associated applications (current strategic GIS platform)
- CadCorp SIS (legacy / archive)
- Council spatial datasets and land information database
- Spatial data integrations with Civica Authority, FME, Content Manager, SharePoint and Power BI

Extent of authority

- Acts as the recognised product owner and technical authority for the GIS and spatial platform domain, with decision-making authority for platform configuration and strong influence to the design and roadmap direction within the established Corporate Applications and Data Governance Framework
- Decisions are generally made within the scope of established procedures and guidelines
- This position provides a level of advice that can have a high impact across work areas and the organisation
- Tasks are performed under the general direction of the Corporate Applications and Data Manager

Judgement and decision making

- A variety of alternatives must be analysed before choices can be made. Problem resolution occurs within existing organisational or professional knowledge and experience
- A high level of initiative is required to undertake detailed analysis and develop solutions to problems
- Roadmap implementation, vendor negotiation, planning, organising and stakeholder engagement typically undertaken at this level

Skills, knowledge and capacity

Organisational

- Demonstrated commitment to a customer service culture and delivery of quality service
- Understanding of the Australian Business Excellence philosophy

- Conduct that demonstrates to others Council's commitment to Respect, Integrity, Teamwork, Excellence and Safety
- Commitment to be aware of and comply with Council's policies, procedures and management directives and with the Model Code of Conduct for Local Councils in New South Wales

Interpersonal

- Excellent interpersonal, negotiation, consultative and problem solving skills
- Demonstrated ability to influence and partner with stakeholders across all levels of the organisation in order to achieve set objectives
- Demonstrated capacity to act independently
- Well-developed verbal and written communication skills and a demonstrated ability to translate technical concepts into business outcomes

Qualifications and Experience

- Tertiary qualifications in GIS/LIS or related spatial discipline
- Extensive experience in spatial systems operations including spatial data management, maintenance, analysis and system administration
- Demonstrated experience as a product owner or equivalent for an enterprise application or platform, including roadmap development, stakeholder engagement and vendor management
- Experience supporting and developing spatial applications
- Demonstrated experience in property information database operations
- A good knowledge of the NSW Land Titles System
- Sound knowledge of relational databases and SQL, including developing fit for purpose reports
- Experience using ESRI GIS software
- Working knowledge of Civica Authority Local Government Information System and its integration with spatial data
- Knowledge of other relevant core Port Stephens Council's corporate systems like FME, Civica Authority, Reflect, Content Manager, Sharepoint and PowerBI is desirable
- Experience in project delivery, vendor management and stakeholder engagement

Capability Framework level: Advanced

Personal attributes	Relationships	Results	Resources
• Manage self • Displays resilience and adaptability • Act with integrity • Demonstrate accountability	• Communicate and engage • Community and customer focus • Work collaboratively • Influence and negotiate	• Plan and prioritise • Think and solve problems • Create and innovate • Deliver results	• Finance • Assets and tools • Technology and information • Procurement and contracts

Position description approval

Employee

Date