

Job Title: Information Systems Trainer & Helper I & II

Job Grade Level: 7 and 8

Career Track: Two-track series

Agency/Department: Legislative Coordinating
Commission (LCC)

Date: March 7, 2024

Reporting to: Information Systems Manager

Primary Objective:

The Legislative Coordinating Commission Technology Services/GIS Office is a non-partisan office responsible for desktop and application support to the joint offices and commissions as well as the development and maintenance of geospatial databases, serving as the repository for statewide legislative and congressional district boundary information. The Trainer and Helper serves as the lead technical support and training specialist for all the commissions and serves as MS 0365 Administrator. The Trainer & Helper is responsible for the development of map products including posters and atlases as well as ad hoc map requests. The Trainer and Helper will also be the main person responsible for the Block Boundary Suggestion Program, part of the Census Bureau's Redistricting data program.

The primary objectives of the position are accomplished under the general supervision of the I S Manager who reports to the Executive Director of the LCC and as directed by the LCC and members of the legislature.

Responsibilities & Tasks:

1) Technical Support and Hardware Specialist (60%)

- a) Serve as Technical Support for all IT equipment (PCs/Laptops, printers, plotters, telephones, software, hardware, Teams Room) for the LCC and Commissions by providing support over the phone/web and in person. *
- b) Maintain or replace users' hardware including desktops, laptops, printers, phones, and other desktop devices.
- c) Create IT documentation and training materials.
- d) Provide support for SharePoint Intranet/Teams/All Microsoft Suite Products for LCC and Commissions. *
- e) Serve as YouTube and Zoom administrator for the LCC. *
- f) Provide audio/visual setup and support for the LCC and Commission meetings. Provide YouTube/Zoom streaming for the LCC and Commissions
- g) Provide interpretation setup and support for House, Senate, and Joint Office meetings.
- h) Provide technical support to translation staff and linguists and create best

practices for materials using artificial intelligence.

- i) Assist with creation, setup and orientation, workstation setup and software installations, telephone, and network printing. *
- j) Provide training in IT equipment and software. *
- k) Set up remote work capabilities for staff. *
- l) Perform research on IT Equipment, software, and emerging technologies.
- m) Assist in maintaining web pages for other Commissions. *
- n) Apply knowledge of web programming, database design and cartographic design skills.

2) Geographic Information Services Responsibilities (30%)

- a) Serve as the lead person for the Block Boundary Suggestion Program. *
- b) Assist for publishing and maintaining geospatial data on the Minnesota Geospatial Commons. *
- c) Assist in map requests, analysis and report building. *
- d) Assist in maintaining GIS Office web pages including maintenance of interactive map applications.
- e) Assist with development of geospatial data collected through the Legacy website.
- f) Assist as requested in managing online proposals, land acquisition database, and online maps for Legislative-Citizen Commission on Minnesota Resources and land acquisition database Lessard- Sams Outdoor Heritage Council.
- g) Apply knowledge and ability to utilize a variety of GIS, database, and graphic software packages. *

3) Other duties and responsibilities. (10%)

- a) With other IT staff and vendors, coordinate IT special projects as needed.
- b) Participate as a representative of the LCC on internal committees as requested. *
- c) Serve as an effective member of the LCC team by participating in team meetings, attending required training, and assisting in other activities when requested. *
- d) Attend professional development seminars and training courses when applicable to job duties.
- e) Other duties as assigned.

Budget Responsibility:

No direct budget oversight. Makes recommendations on hardware purchases.

Supervisor Responsibility:

None

Scope of Relationships:

- The incumbent provides services to all joint office and commissions staff and may work on projects affecting all commissions and joint offices. As such, this position must maintain positive relationships with commission and joint office staff.

- Frequent contacts with legislative staff, and agency personnel at all levels. Especially during the redistricting process.
- The incumbent may also work on projects and programs that are legislative-wide, requiring positive and effective relationships with House and Senate members and staff.
- Frequent work with legislative and state agency IT staff.

Working Conditions/Physical Demands:

- During Legislative Session, hours may increase significantly, especially during years of Redistricting.
- May need to work occasionally in the evening when providing technical support to commissions.
- Walks and transports materials across floors and buildings.
- Must be able to lift 50 pounds from floor to a height of 36 inches.

Minimum Qualifications:

Level I (Trainer & Helper I):

- 2 years minimum experience with application support and GIS, including programming, database administration, web development skills, systems administration, writing and communication skills.
- Web programming, database design and cartographic design skills and the knowledge and ability to utilize a variety of GIS, database, and graphic software packages.
- Associate degree in Geography, Computer Science, or related field.
- Training in ArcGIS, QGIS, or other relevant GIS software.
- Programming skills with PHP, JavaScript, SQL, or other industry standard programming languages and understanding of HTML and CSS.
- System administration skills with Windows and Linux servers.
- Nonpartisan background.

Level II (Trainer & Helper II): Trainer and Helper I required experience and educational requirements, and 2 years minimum experience as a Trainer & Helper I.

Desired Qualifications:

1. Bachelor's degree in computer science, Geospatial Sciences, or related field
2. Exposure to web mapping tools such as Mapbox, Mapserver, Google Maps API.
3. Familiarity of basic principles of modern programming and Windows and Linux command line
4. Exposure to VMWare administration.
5. Experience with Office 365.
6. Experience with Census Bureau ACS data.
7. Experience working in a legislative or legislative-type (e.g., city council, county board, state government) setting.

* Represents duties that are essential under the Americans with Disabilities Act.