Dear Jon,

Please find attached a copy of my CV.

I thought I’d go through the requirements list and add my own comments as follows:-

**Key tasks & responsibilities:**

•Provide operational support for The clients corporate GIS system.

11 years experience of this for GIS systems

•Actively manage the GIS component of the Applications Team support call queue to resolution ensuring that all calls remain updated with latest actions completed or planned.

            11 years experience

•Work closely with other Applications, Infrastructure and Service desk staff, to proactively arrive at business solutions and/or to resolve bugs and implement user change requests.

            At UU, regularly dealt with Server management team and DBA’s as well as Change Management and Release Management functions

•Liaise with external development or support teams on more complex solutions or bugs.

            Regularly in contact with ESRI (UK) and 1Spatial to resolve system problems

•Work with the GIS Team to define and implement changes that bring improvements and enhancements to the corporate GIS system.

            11 years experience

•Manage and own changes to the corporate GIS system through the IT change management system.

            11 years experience

•Contribute technical and business input to a major GIS Project.

            I was heavily involved in both the initial conversion project that took the mapping data off Autodesk onto ArcMap 10.0 and later the upgrade project to take us to 10.3

**Candidate specification**

Knowledge and experience essential to fulfil the requirements of the post

•Advanced experience of ESRI 10.x Desktop, ArcGIS Server, ArcSDE and ArcGIS Online.

            6 years+ experience of ESRI 10.0 and 10.3 Desktop. Fully familiar with ArcGIS Server, including configuration of servers. SDE was in use at UU, so familiar with this. We used Geocortex for our web mapping functions.

•Advanced experience of SQL Server Management Studio.

            Mainly UNIS at UU, but other applications other that ArcGIS were on SQL Server, so familiar with the product

•Advanced experience of Geocortex Essentials.

            Configured UU Web Mapping solutions as part of the upgrade from 10.0 to 10.3 including publishing Map Services and ensuring they were restarted when they went down and did not restart automatically

•Advanced experience of architecting a GIS web viewer system.

            This was done using Geocortex

•Experience of GIS in relation to property management and/or title and rights ownership and/or offshore industries.

            None, but ready to learn

•Experience of ESRI 10.x Licence Manager, Extensions and ArcGIS Pro.

            Limited experience in this area, but familiar with the outputs that show what licences are needed / in use. Willing to learn more.

•Experience of C#, TSQL and Python programming/development.

            No C# or TSQL experience, but batch code using DOS / Python heavily used.

•Experience of working with large datasets.

            United Utilities (UU) have over 3 million customers and support many thousands of miles of pipes and underground assets.

            All were present in the database and whilst this may not necessarily constitute a large database, it is not insubstantial.

•Experience of working with projections (WGS84, UTM, BNG, TM65, ED50, ETRS89) and the transformations to convert between these.

            UU only used 1 projection, British National Grid, but willing to learn more.

•Experience of Windows OS skills (e.g. DOS commands / scheduled tasks maintenance).

            At UU, I extensively used DOS batch programs to run scheduled maintenance tasks. Mainly through a proprietary scheduling tool, but some Jobs were configured under Windows Scheduler.

•Experience of procurement of a GIS platform.

            None; ready to gain experience of this

•Experience working within a support team.

            I have about 30 years IT experience, much of this has been in support teams.

•Experience of non-ESRI GIS products would be beneficial.

            5+ years experience of Autodesk Vision

•A degree or equivalent in a GIS or IT/GIS related subject.

            Not educated to degree level. Left school at 19 and have been working in IT ever since.

•At least eight years relevant experience in GIS related work.

            11 years experience.

**Personal style, behaviour and attributes needed to undertake the post;**

•Ability to determine effective and efficient solutions.

•Ability to deliver to tight timescales.

•Ability to work alone from a brief.

•Ability to work as part of a team.

•Excellent organisational skills.

•Excellent communication and interpersonal skills.

•Excellent approach to customer service.

•Flexible, enthusiastic and approachable working style.

•Pro-active in recognising and adapting to potential issues before they turn into problems.

I am equally happy to work on my own or as part of a team.

I prefer to have identifiable targets and timescales, so I know what to work on and when.

I am organized, friendly, approachable and flexible, willing to work longer hours when needed.

I have a positive, can do attitude and am passionate about what I do.