



8310 W. Ustick Rd., STE 100  
Boise, ID 83704  
(208) 342-1585  
(800) 342-1585  
www.digline.com

**TITLE:** Database Technician

**COMPANY:** DIGLINE, INC.

**REPORTS TO:** Manager & Database Coordinator

**WORK SCHEDULE:** Varied schedule between 6 a.m. and 7 p.m.,  
Monday through Friday,  
40 hours/week – occasional evening hours

**EXEMPTION STATUS:** Hourly – Non-Exempt

**WAGE:** Dependent on experience and education

**SUMMARY OF DUTIES AND RESPONSIBILITIES:**

Primary duties and responsibilities involve supporting the maintenance of Digline’s street centerline files and Digline members’ notification areas used within one-number notification software. This includes updating county parcel layers and address changes. Responsible for all duties as listed for a Customer Service Agent (CSA) and the ability to support CSA’s with one-number notification software.

**PRIMARY DUTIES AND RESPONSIBILITIES:**

- Review and apply Digline member-initiated updates using Maps on the Web (MOTW), and provide members with online or onsite MOTW training
- Assist in the maintenance of county parcel layers based on CSA comments, street centerline data, new plats, and change-of-address notifications from counties and cities
- Assist with updates to the Street layers and Member Notification Areas in the database
- Communicate database and CSA activity to Database Coordinator on a regular basis, including but not limited to regular meetings and/or written reports
- Perform CSA duties on a part-time and/or as-needed basis
- Maintain updates to Company website

**ADMINISTRATIVE DUTIES AND RESPONSIBILITIES:**

- Support the OSA reporting process
- Coordinate database maintenance with affected employees’ schedules
- Support in-house database applications, analysis work, and special projects as requested
- Support and use of queries and reporting functions for administrative purposes

**EDUCATION & WORK EXPERIENCE:**

- High School Diploma
- College Degree (preferred)
- Classroom or other experience with ArcGIS, QGIS and/or MapInfo (preferred)



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- Satisfactory completion of CSA training to handle calls and web tickets

**SPECIALIZED SKILLS/KNOWLEDGE:**

- Working knowledge in Information Systems/networks
- Working knowledge of GIS – ArcGIS, QGIS, and/or MapInfo Professional (preferred)
- Working knowledge of Microsoft Office Suite
- Technical aptitude and understanding of spatial concepts

**PERFORMANCE CRITERIA:**

- Demonstrated ability to work and communicate effectively with management, co-workers, data providers, and the public
- Demonstrated ability to organize/prioritize and take initiative with workload in a busy environment
- Demonstrated ability to follow directions and work independently
- Demonstrated analytical ability
- Demonstrated ability to work to a high degree of accuracy

**EQUIPMENT/ SOFTWARE USED:**

Windows-based applications (Microsoft Office Suite; Instant Messaging Apps; Browsers – IE, Chrome, Firefox), Current Windows OS, GIS Software (ArcGIS Basic, QGIS, MapInfo Professional), TelDig Applications (One-Call, Analyzer, Analyzer Tool for MapInfo, Maps on the Web, Query Builder), Wordpress, VOIP phone system, Fax machine, Multifunction Printer and other various office-related machines.

**OTHER:**

- Ability to maintain confidentiality
- Ability to sit for long periods of time
- Ability to use a mouse and keyboard for long periods of time
- Ability to communicate professionally with utility personnel, public agency employees, data vendors, the general public, and other employees within the office environment
- Adequate vision and hearing. Duties require frequent phone conversations and viewing a computer screen for long periods of time