



POSITION: SENIOR BUSINESS INFORMATION SYSTEMS ENGINEER
ADMINISTRATION DIVISION/IS (PS101210)

LOCATION: Located at the Golden Gate Bridge Administration Bldg.,
San Francisco, CA

SALARY RANGE: \$101,088.00 - \$122,200.00 + Benefits (40-Hour Workweek)
Employee pays up to 7% of salary/wage toward CalPERS retirement plan

OPEN TO: All Qualified Applicants

OPENINGS: 1 and to create an Eligibility List

DATE POSTED: Thursday, September 28, 2017

CLOSING DATE: Thursday, October 12, 2017

POSITION DESCRIPTION:

Under general direction of the Information Systems Manager, this position provides application systems support primarily for the Districts Enterprise Content Management (ECM) application, but may be assigned other duties at the direction of the Information Systems Manager. Duties will focus on implementation and ongoing support including report writing, configuration, routine inquiries and user support. The Senior Business Information Systems Engineer works with end-users, vendors, and members of the Information Systems Department to identify, analyze, and resolve systems issues and provide maximum capability and satisfaction to users.

EDUCATION/EXPERIENCE REQUIREMENTS

- College level experience equivalent to a Bachelor's degree in Computer Science or related major; additional qualifying experience may be substituted on a year per year basis in lieu of a degree. *Applicants who do not possess a degree should attach a statement supporting recent qualifying experience.*
- Four years' full time position experience providing technical support to enterprise technology systems. This experience must include developing, implementing, and managing both in-house developed and commercial off the shelf (COTS) software applications, and working as an internal consultant to end users and as a liaison to vendors.
- Four years' recent experience using relational databases (Oracle/SQL).
- Three years' recent full-time position experience developing, implementing and managing software applications.
- Proficiency with Personal Computers and Applications including MS Office products.

ESSENTIAL RESPONSIBILITIES

- Serves as a technical lead of the enterprise content management (ECM) application.
- Focused on delivering excellent customer service.
- Adhere to incident, problem, and change management, and other Information Systems best practices.
- Plan, organize, direct and coordinate the ongoing automation and usage of the district-wide application systems.
- Develop and maintain user and technical knowledge of application systems.
- Serve as the liaison between application system users and the vendor provided help desk as well as the Information Systems Department.
- Plan, co-ordinate and test system upgrades.
- Fulfill users various data mining requests.
- Support the various large interface integrations between the application systems and fixing data problems that occur in these interfaces.

SR. BUSINESS INFORMATION SYSTEMS ENGINEER (PS101210)

ESSENTIAL RESPONSIBILITIES (Continued)

- Develop and provide user training for all modules of the systems.
- Writes user documentation, provides user information, procedures, and training materials in a variety of formats as needed.
- Develops a knowledge base of problem symptoms and solutions to improve the timeliness of problem resolution.
- Identify unused system functionality and present opportunities for improvement of business processes using this functionality.
- Continue to monitor and stay current on new features contained in new releases of the software.
- Recommend and implement software upgrade paths.
- Develop relationships with other agency users of the applications.
- Maintains strong technical competence in Microsoft Office products such as Access, Excel, Word, Outlook, Project, and PowerPoint.
- Other duties as assigned at the direction of the Information Systems Manager.
- Know and follows the safety and health rules and safe working practices applicable to the job.

REQUIRED KNOWLEDGE, ABILITIES, & SKILLS

- In depth knowledge of OnBase suite of products (or related ECM application) and application business architecture.
- Experience assisting and/or leading the integration, process re-design and system implementation to support processes as they relate to the implementation of Onbase (or related ECM application) operational modules.
- Database experience with Oracle and/or SQL
- Experience developing large interface integrations.
- Understanding of complex business processes.
- Understanding of theories, principles, and practices related to information systems and supported business areas.
- Understanding business process and system process modeling, and problem solving techniques.
- Understanding of incident, problem, and change management, and other Information Systems best practices.
- Understanding of project management methodology, techniques, and tools.
- Working skills in writing SQL for review and update of Oracle or SQL server relational databases.
- Resolution of highly difficult problems regarding highly complex programming and systems logic.
- Perform highly-complex systems implementation and integration tasks.
- Analyze situations, identify problems, evaluate system changes, determine feasibility, and recommend and implement solutions in a cost effective manner.
- Clearly define system integration and interface requirements.
- Prepare reports, proposals, presentations, and correspondence in a professional manner.
- Establish and maintain professional working relationships with co-workers, supervisors, District staff, and outside vendors.
- Meet tight time constraints and frequent deadlines.
- Ability to work with a high degree of independence in a dynamic environment supporting the business requirements of multiple business units, customers, and business systems.
- Coordinate the configuration, testing, and implementation of technology solutions.
- Explain technical information to both technical and non-technical users.
- Develop and provide user education and support documentation.
- Know and follows the safety and health rules and safe working practices applicable to the job
- Regular and reliable attendance and performance are required.

DESIREABLE EXPERIENCE & KNOWLEDGE

- Experience working in a transportation industry in either the public or private sector.
- Experience working within a Citrix environment.

REQUIRED LICENSE(S):

- Must possess and maintain a current, valid California driver's license and satisfactory driving record
- May operate District vehicles.

APPLICATION PROCEDURE:

FAILURE TO MEET ANY OF THE REQUIREMENTS STATED BELOW MAY RESULT IN REJECTION OF YOUR APPLICATION

TO APPLY: www.goldengate.org/jobs

Applicants must apply online by the deadline date. Applications received after the deadline will not be considered.

The District's Human Resources Kiosk is available for filling out and submitting your online application and employment documents. The HR kiosk is located at the San Rafael Office. For directions and general information, visit our website www.goldengate.org.

The District's primary and official means of application notification is via EMAIL. Thus, applicants are advised to check their email for their application status updates.

THE FOLLOWING DOCUMENT(S) MUST BE SUBMITTED AT TIME OF APPLICATION:

1. GGBHTD Application for Employment demonstrating applicable work experience
2. Cover letter demonstrating applicable work experience (Scan and attach as PDF to your online application)
3. Resume demonstrating applicable work experience (Scan and attach as PDF to your online application)
4. Applicants who do not possess a degree should attach a statement supporting recent qualifying experience.

THE SELECTION PROCESS FOR THIS POSITION may include: (*)

- Oral Panel Interview
- Department interview for final candidates
- Background, Employment and Security Investigation

**The District will invite ONLY those candidates whose qualifications MOST CLOSELY MATCH the position requirements to continue in the selection process.*

AN EQUAL OPPORTUNITY EMPLOYER

It is the policy of the Golden Gate Bridge Highway and Transportation District to take all personnel actions on the basis of merit and other job-related factors, without regard to race, color, national origin, religion, sex (including pregnancy, childbirth, and related medical conditions), disability: physical or mental, age (40 and older), genetic information, marital status, sexual orientation and identity, medical condition, political affiliation or military status.

Applicants with Disabilities: The Human Resources Department will make reasonable efforts to accommodate applicants with disabilities to complete the Employment Application and in any job-related examination process. If you have special needs, please call (415) 257-4521 (Human Resources). The District's telecommunications device (TDD) for Persons with Hearing Disabilities is (415) 257-4554.

Revised 03/17/2014 SS

Revised 9/19/2017 AD

**Human Resources Administration
GGBHTD
1011 Andersen Drive
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