

1053- IS Business Analyst-Senior

Content Strategist and UX Designer

Recruitment #TEX-1053-074495

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|-----------------|------------------------|
| DEPARTMENT | Mayor |
| ANALYST | Karen Henderson |
| DATE OPENED | 2/9/2017 8:00:00 AM |
| FILING DEADLINE | 2/24/2017 5:00:00 PM |
| SALARY | \$45.43 - \$57.15/hour |
| JOB TYPE | Temporary Exempt |
| EMPLOYMENT TYPE | Full-Time |

INTRODUCTION

Mayor's Office of Housing and Community Development

Content Strategist and UX Designer

Temporary Assignment

Appointment Type:

Temporary- Exempt employee are considered "at will" and serve at the discretion of the appointing officer.

Duration of Assignment:

6-9 months

Position Description:

Under the general supervision of the Deputy Director of Finance and Administration for the Mayor's Office of Housing and Community Development, the Temporary Content Strategy and Web User Experience Specialist performs a variety of activities related to updates and improvements to the MOHCD website (sfmohcd.org) including, but not limited to, navigation, content, and general user experience. The Specialist plans, organizes, performs, delivers, directs and/or instructs on MOHCD site content updates, fixes, improvements, and standards.

Sfmohcd.org has over 500 pages covering information about MOHCD and its programs. Much of the information is duplicative, outdated, misplaced, or incorrect. The styles in which information is presented are not consistent with each other nor with current user experience standards. In addition, the site structure including mapping of pages and filing of assets has no standards and must be organized. There is also a desire for the site homepage to more clearly articulate our key accomplishments and assets.

The goal of this position is to, after thorough assessment and testing, improve and update MOHCD's site such that all content is presented in an easily read and understood format, all content is current, correct, and non-duplicative, navigation is simplified and makes sense, look & feel are consistent with City standards, and a site/file structure is implemented in a way that is sustainable by MOHCD staff.

Examples of Important and Essential Duties:

- Work closely with MOHCD staff and the City's Digital Services Team to assess site needs and implement solutions
- Select the appropriate project methodology to ensure solutions are fully designed, tested and implemented in a timely manner
- Act as both analyst and engineer balancing the needs of the user against realistic solutions leveraging any and all tools available to MOHCD (ie, Drupal)
- Facilitate group and one on one sessions with MOHCD staff and site users to help determine site content strategy and improvements

- Run user tests to confirm usability of proposed content, layout, navigation, etc.
 - Use Drupal, the City's tool for site administration to implement solutions
 - Create documentation that users can embrace, clearly communicating information about your solutions (site standards and best practices, templates, instructions, etc) to all levels of the department, and interacting continuously with users to ensure they fully comprehend how to adapt their web content updated processes
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- Be responsible for ensuring documentation related to the MOHCD website revamp (technical infrastructure) as well as the site solutions are current and accurate
 - Liaise with DT/Digital Services Team on technical interactions including City web standards, Drupal usage and limitations, etc.
 - Mentor staff working to become versed in MOHCD site editing, including content, page additions and design, file structure, etc.
 - Escalate issues, present ideas, and act as a voice for the staff on issues both technical and business (non-technical) orientated
 - You may be asked to provide backup support to other areas of the IT group based on your skill set.

Desirable Qualifications:

- Demonstrated experience with Drupal administration and development tools
- Demonstrated experience with content strategy and web design
- "Bilingual" - can communicate easily with both technicians and lay people
- Excellent communication to all levels of the organization and understanding of the best way in which to deliver your message to varying audiences
- Effective communicator in both writing and speech
- Ability to combine traits of analyst, consultant and system engineer

- Enjoy working equally with technology and with user
 - Ability to gain support from all stakeholders, provide reassurance to internal and external customers and build trusting relationships
 - Innovator who is able to creatively solve problems using all available resources while balancing the solution against the mission and the needs of the organization
 - Ability to manage multiple projects and tasks at one time while staying actively engaged
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- You are comfortable and excel in unstructured teams.
 - You are a self-starter and not a passive acceptor
 - You enjoy working with technology but equally enjoy working with users; you understand that both are necessary to create success in an organization.

Desirable Qualifications: The stated desirable qualifications may be used to identify job finalists at the end of the selection process when candidates are referred for hiring.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

An associate degree in computer science or a closely related field from an accredited college or university OR its equivalent in terms of total course credits/units [i.e., at least sixty (60) semester or ninety (90) quarter credits/units with a minimum of twenty (20) semester or thirty (30) quarter credits/units in computer science or a closely-related field].

Experience:

Three (3) years in the information systems field, including system analysis, business process design, development and implementation of business application solutions or IT project management.

License and Certification:Substitution:

Additional experience as described above may be substituted for the required degree on a year-for-year basis (up to a maximum of two (2) years). One (1) year is equivalent to thirty (30) semester units / forty-five (45) quarter units with a minimum of 10 semester / 15 quarter units in computer science or a closely related field.

HOW TO APPLY

Applications for City and County of San Francisco jobs are **only** accepted through an online process. Visit www.jobaps.com/sf to register an account (if you have not already done so) and begin the application process.

- Select the desired job announcement
- Select "Apply" and read and acknowledge the information
- Select either "I am a New User" if you have not previously registered, or "I have Registered Previously"
- Follow instructions on the screen

Computers are available for the public (from 8:00 a.m. to 5:00 p.m. Monday through Friday) to file online applications in the lobby of the Dept. of Human Resources at 1 South Van Ness Avenue, 4th Floor, San Francisco.

Applicants may be contacted by email about this announcement and, therefore, it is their responsibility to ensure that their registered email address is accurate and kept up-to-date. Also, applicants must ensure that email from CCSF is not blocked on their computer by a spam filter. To prevent blocking, applicants should set up their email to accept CCSF mail from the following addresses (@sfgov.org, @sfdpw.org, @sfport.com, @flsfo.com, @sfwater.org, @sfdph.org, @asianart.org, @sfmta.com, @sfpl.org, @dcyf.org, @first5sf.org).

Applicants will receive a confirmation email that their online application has been received in response to every announcement for which they file. Applicants should retain this confirmation email for their records. Failure to receive this email means that the online application was not submitted or received.

All work experience, education, training and other information substantiating how you meet the minimum qualifications must be included on your application by the filing deadline. Information submitted after the filing deadline will not be considered in determining whether you meet the minimum qualifications.

Applications completed improperly may be cause for ineligibility, disqualification or may lead to lower scores.

If you have any questions regarding this recruitment or application process, please contact the exam analyst, Karen Henderson, by telephone at 415-701-5557, or by email at Karen.henderson@sfgov.org

Make sure your application and any attachments to the application submitted at the time of filing are complete and accurate and include details on all experience, education, training and other information that qualifies you for this recruitment. Failure to submit a complete and accurate application at the time of filing may result in your ineligibility for this recruitment or inability to receive full credit for scoring purposes. Any new information concerning work experience, education, training and other information that is submitted after the filing deadline may not be used for scoring or considered to determine whether you meet the minimum qualifications.

**MINORITIES, WOMEN AND PERSONS WITH DISABILITIES ARE ENCOURAGED TO
APPLY AN EQUAL OPPORTUNITY EMPLOYER**

Verification:

Applicants may be required to submit verification of qualifying education and experience at any point during the recruitment and selection process. If education verification is required, information on how to verify education requirements, including verifying foreign education credits or degree equivalency, can be found at <http://sfdhr.org/index.aspx?page=456>

Note: Falsifying one's education, training, or work experience or attempted deception on the application may result in disqualification for this and future job opportunities with the City and County of San Francisco.

CONVICTION HISTORY

As a *finalist* for a job, you will be fingerprinted, and your fingerprints will be sent to the California Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). The resulting report of your conviction history (if any) will be used to determine whether the nature of your conviction (or arrest, in limited circumstances) conflicts with the specific duties and responsibilities of the job for which you are a *finalist*. If a conflict exists, you will be asked to present any evidence of rehabilitation that may mitigate the conflict, except when federal or state regulations bar employment in specific circumstances, such as:

- Candidates applying for positions with the Unified School District and the Community College District may be disqualified from consideration should their conviction history not meet the standards established under the California Education Code.
- Candidates applying for positions with the Recreation and Park Department may be disqualified from consideration should their conviction history not meet the standards established under California Public Resources Code 5164.

Having a conviction history does not automatically preclude you from a job with the City.

If you are selected as a finalist, the hiring department will contact you to schedule a fingerprinting appointment.

DISASTER SERVICE WORKERS

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

CONCLUSION

General Information concerning City and County of San Francisco Employment Policies and Procedures:

Important Employment Information for the City and County of San Francisco can be obtained at <http://sfdhr.org/information-about-hiring-process> or hard copy at 1 South Van Ness Avenue, 4th Floor.

Copies of Application Documents:

Applicants should keep copies of all documents submitted, as these will not be returned.

Right to Work:

All persons entering the City and County of San Francisco workforce are required to provide verification of authorization to work in the United States.

Requests:

Applicants with disabilities who meet the minimum eligibility requirements for this job announcement can find information on requesting a reasonable **ADA Accommodation** at: <http://sfdhr.org/information-about-hiring-process#applicantswithdisabilities>

Information regarding requests for **Veterans Preference** can be found at:

<http://sfdhr.org/information-about-hiring-process#veteranspreference>

Exam Type: TEX - Issued: 02/09/17 - Mickl Callahan Human Resources Director - Department of Human Resources

Recruitment ID Number: TEX-1053-074495 - Mayor's Office of Housing and Community Development - KH - 415-701-5557

BENEFITS

All employees hired on or after January 10, 2009 will be required (pursuant to San Francisco Charter Section A8.432) to contribute 2% of pre-tax compensation to fund retiree healthcare. In addition, most employees are required to make a member contribution towards retirement, ranging from 7.5%-13.25% of compensation. For more information on these provisions, please contact the personnel office of the hiring agency.

For more information about benefits, please click [here](#).

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