

1053 - IS Business Analyst-Senior

Data Specialist

Recruitment #TEX-1053-074497

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; \$7,874.00 - \$9,906.00/month; \$94,484.00 - \$118,872.00/year
JOB TYPE	Temporary Exempt
EMPLOYMENT TYPE	Full-Time

INTRODUCTION

Mayor's Office of Housing and Community Development

Data Specialist

Appointment Type:

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

Position Description:

Under the general supervision of the director of Homeownership and Below Market Rate Programs, the Temporary Housing Database Specialist performs a variety of activities related to the below market rate homeownership and rental programs overseen by the Mayor's Office of Housing and Community Development.

MOHCD's new Salesforce implementation currently includes a range of objects, fields, and relationships, and stores and manages data primarily about, but not limited to:

- Properties, including listing information similar to what appears on a real estate property search, as well as complex rules regarding applicant and household eligibility
- Programs, including listing information about the program, as well as eligibility rules
- Applications submitted by users to properties and programs, including but not limited to personal information, household size, total household income, rental and ownership history, population-specific indicators – such as veteran, senior, disabled – and so on
- Storing and administration of waitlists and lotteries for properties and programs, properties, programs and applications; the scope and specifics are subject to the agreements obtained throughout the Agile process and sprints

MOHCD has a large volume of housing placement and construction pipeline data, contained in Excel spreadsheets, Access data tables, and some other formats, all of which needs to be evaluated for appropriate database design and then migrated into the resultant objects and fields, in line with existing department Salesforce development, and with appropriate user roles and permissions.

Examples of Important and Essential Duties:

- Work with staff on converting business systems and historical data from Excel to Salesforce, including data modeling and data loading

- Identify database requirements by interviewing customers (department employees); analyzing department applications, programming, and operations; evaluating existing systems and designing proposed systems
 - Recommend solutions by defining database physical structure and functional capabilities, database security, data backup, and recovery specifications
 - Prepare users by conducting training; providing information; resolving problems
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- Support database functions by designing and coding utilities
 - Contribute to team effort by accomplishing related results as needed

Desirable Qualifications

- Experienced w/ Salesforce structure and design
- "Bilingual" - can communicate easily with both technicians and lay people
- Some knowledge of mortgage lending or real estate a plus
- Experience with Conga or other similar software that can be used to merge data into documents
- Experience developing customized database systems (custom objects, custom fields, etc.) as well as incorporating an existing Salesforce implementation to seamlessly appear and function with the new one
- Implementing analytics and reporting tools for non-technical users
- Ability to execute data migration from Excel spreadsheets and Access databases, and support/train users on new system and procedures
- Ability to do select data standardization and cleaning
- Ability to combine traits of analyst, consultant and system engineer
- Enjoy working equally with technology and with users
- 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
- Self-starter

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, @flysfo.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- Micki Callahan Human Resources Director Department of Human Resources

Recruitment ID Number: **TEX-1053-074497** - 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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