JOB TITLE:	BUSINESS INFORMATION SYSTEMS ENGINEER	DIVISION:	DISTRICT – INFORMATION SYSTEMS
REPORTS TO:	SENIOR INFORMATION SYSTEMS MANAGER	EEO CATEGORY:	03-TECHNICIAN
FLSA:	NON-EXEMPT	SAFETY-SENSITIVE:	NO
CLASSIFICATION:	NON-REPRESENTED	LOCATION:	SAN FRANCISCO OR SAN RAFAEL

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Position Summary

Under the general direction of the Senior Information Systems Manager, this position provides system support during implementation and ongoing support after implementation including report writing, configuration, routine inquiries and user support for the District's various enterprise technology systems. The 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.

Essential Responsibilities

- Serves as a technical lead of the enterprise application
- Focused on delivering excellent customer service
- Adhere to incident, problem, 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, 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
- 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
- Regular and reliable attendance and performance are required

Required Knowledge, Skills and Abilities

<u>Working knowledge of:</u>
- Oracle and/or SQL
- Developing large interface integrations
- Complex business processes
- Theories, principles, and practices related to information systems and supported business areas
- Business process and system process modeling, and problem solving techniques
- Incident, problem, change management, and other Information Systems best practices
- Project management methodology, techniques, and tools

<u>Ability to:</u>
- Support large enterprise applications
- Write SQL for review and update of Oracle or SQL server relational databases
- 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
- 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
- Follow the safety and health rules and safe working practices applicable to the job

Minimum Qualifications

Education and/or Experience:
- 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 of experience supporting enterprise technology systems highly desirable.
- Four years of experience providing technical support to large complex enterprise applications and vendor maintained systems. This experience must include working as an internal consultant to end users and as a liaison to vendors.
- A minimum of four years of experience using relational databases (Oracle/SQL).
- Proficiency with Personal Computers and Applications including Outlook, Excel, Word, Power Point, and Access.
- Desirable Experience are as follows:
  o Experience working in a transportation industry in either the public or private sector
  o Experience working within a Citrix environment
  o Experience working with large interface integrations
  o Experience working with Business Intelligence tools
  o Experience with various report writing tools
  o Experience working with Computer Aided Dispatch (CAD) Systems
  o Experience supporting end users with Radio Systems
  o Experience upgrading large scale enterprise systems

Physical Requirement:
Mobility to work in a typical office setting. Ability to communicate in person and over the telephone. Ability to read printed materials and a computer screen. Routine use of computer, telephone and other office equipment. Ability to travel to District facilities.