

JOB TITLE:	SENIOR 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

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 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.

Essential Responsibilities

- Serves as a technical lead of the enterprise content management (ECM) application
- Adheres to incident, problem, and change management, and other Information Systems best practices
- Plans, organizes, directs and coordinates the ongoing automation and usage of the district-wide application systems
- Develops and maintains user and technical knowledge of application systems
- Serves as the liaison between application system users and the vendor provided help desk as well as the Information Systems Department
- Plans, co-ordinates and tests system upgrades
- Fulfills users various data mining requests
- Supports the various large interface integrations between the application systems and fixing data problems that occur in these interfaces
- Develops and provides 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



- Identifies unused system functionality and present opportunities for improvement of business processes using this functionality
- Monitors and stay current on new features contained in new releases of the software
- Recommends and implements software upgrade paths
- Develops 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
- Establishes and maintains effective working relationships with District employees, customers, vendors and all others contacted during the course of work using principles of excellent customer service
- Performs additional related duties as assigned
- Regular and reliable attendance and performance are required

Required Knowledge, Skills and Abilities

Working knowledge of:

- In depth OnBase suite of products (or related ECM application) and application business architecture
- Database with Oracle and/or SQL
- 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

Ability to:

- Deliver excellent customer service
- Lead 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
- Develop large interface integrations
- Write SQL for review and update of Oracle or SQL server relational databases
- Resolve 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
- 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
- Demonstrate proficiency with Personal Computers and Applications including MS Office products
- 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' 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
- Desirable experience on the following:
 - Transportation industry in either the public or private sector
 - Working within a Citrix environment

Physical Requirements:

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