

RE-POSTING



POSITION: **BUSINESS INFORMATION SYSTEMS ENGINEER (PS101234)**
Position may be located at the Golden Gate Bridge or San Rafael location.

SALARY RANGE: **\$96,387.20 – 116,500.80 annually plus excellent benefits**
Employee pays up to 7% of salary/wage toward CalPERS retirement plan.

DATE POSTED: **Wednesday, January 17, 2018**

CLOSING DATE: **Open Until Filled**

OPEN TO: **All qualified candidates**

OPENINGS: **2 Vacancies and to create an Eligibility List**

NOTE: This position is being reposted. Applicants who have already applied need not reapply. All applications will be considered for this position.

POSITION SUMMARY:

Under the general direction of the 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.

There are two vacancies in this position. The first of these positions will be responsible for supporting the INIT Computer Aided Dispatch/Radio system. The second position will be responsible for supporting the Maximo and EJ Ward systems.

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.

ESSENTIAL RESPONSIBILITIES (Continued):

- 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, SKILLS and ABILITIES:

- Ability to support large enterprise applications.
- 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, 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.
- 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 performance and attendance is required.

DESIRABLE EXPERIENCE:

- Experience working in a transportation industry in either the public or private sector.
- Experience working within a Citrix environment.
- Experience working with large interface integrations.
- Experience working with Business Intelligence tools.
- Experience with various report writing tools.

DESIRABLE EXPERIENCE (Continued):

- Experience working with Computer Aided Dispatch (CAD) Systems
- Experience supporting end users with Radio Systems
- Experience upgrading large scale enterprise systems

EDUCATION/EXPERIENCE REQUIREMENTS:

College level training and experience equivalent to:

- 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 experience supporting enterprise technology systems highly desirable.
- Four years 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 experience using relational databases (Oracle/SQL).
- Proficiency with Personal Computers and Applications including Outlook, Excel, Word, Power Point, and Access.

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 Online Employment Application
 2. Cover letter demonstrating applicable work experience (Scan and attach as PDF to your online application)
 3. Resume (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.
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THE SELECTION PROCESS FOR THIS POSITION will include:

- Oral Panel Interview
- Additional Department Interview
- Background/Employment/Security Investigation (Post offer of employment)

***** The District will only invite 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.

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**Human Resources Administration
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