

City and County of San Francisco
Carol Isen
Human Resources Director



Department of Human Resources
Connecting People with Purpose
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**NOTICE OF FINAL ACTION TAKEN BY THE
HUMAN RESOURCES DIRECTOR**

Date: November 03, 2023

Re: **Notice of Proposed Classification Actions – Final Notice No. 23 FY 2023/2024
(copy attached).**

In the absence of requests to meet addressed to the Human Resources Director, the classification actions contained in the above referenced notice became effective November 03, 2023.

Carol Isen
Human Resources Director

by: 

Steve Ponder
Classification and Compensation Director
Human Resources

cc: All Employee Organizations
All Departmental Personnel Officers
DHR – Class and Comp Unit
DHR – Client Services Unit
DHR – Employee Relations Unit
DHR – Recruitment and Assessment Unit
DHR – Client Services Operations
Carol Isen, DHR
Sandra Eng, CSC
Erik Rapoport, SFERS
Theresa Kao, Controller/ Budget Division
E-File

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 23
Fiscal Year: 2023/2024
Posted Date: 10/27/2023
Reposted Date: N/A

AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached)

Item #	Job Code	Title
1	1051	IS Business Analyst – Assistant
2	1052	IS Business Analyst – Journey
3	1053	IS Business Analyst – Senior
4	1054	IS Business Analyst – Principal

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: [Rule 109 Position Classification and Related Rules | Civil Service Commission](#).

cc: All Employee Organizations
All Departmental Personnel Officers
DHR – Class and Comp Unit
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**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: IS Business Analyst - Assistant
Job Code: 1051**

DEFINITION

Under general supervision, assists in the performance of various aspects of the systems development cycle; and may include needs analysis, cost-benefit analysis, structured systems analysis and design, feasibility analysis, technology and software assessment, telecommunications needs analysis, project planning and management, system installation, implementation and testing, conversion to production status, technical and procedural documentation, user training, and post-implementation assessment and administration.

DISTINGUISHING FEATURES

The Assistant IS Business Analyst is the entry level in the Business Analyst series. Positions at this level are distinguished from journey level Business Analysts in that more routine functions are performed with less independence. Positions at this level perform a significant portion of the work assigned to the journey level, but without the independence or full responsibility expected of positions at the journey level. Assignments are generally limited in scope and are set within procedural frameworks established by higher level positions. As experience accrues, the incumbent performs with increasing independence. Performance is measured by completion of work in a timely and accurate manner, and ability to interact with users/clients.

SUPERVISION EXERCISED

None.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Assist in the analysis of user needs and requirements; research and evaluate software.
2. Assist in conducting systems analysis and programming activities for moderately complex systems; document new and modified systems and programs.
3. Participate in the development of new applications; may test software to ensure compatibility.
4. Assist in the design of new and/or revised systems and programs, and in the coordination of integration into existing systems and procedures.
5. May perform testing necessary to debug new and revised programs.
6. Prepare procedures documentation; generate reports and statistics; design tables; update databases; prepare flow charts and other graphic presentations.
7. Assist in the provision of user training; prepare instruction and technical manuals.

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: IS Business Analyst - Assistant
Job Code: 1051**

8. Provide technical assistance for software and hardware problems; develop solutions.
9. Provide technical support to users; conduct feasibility studies.
10. Coordinate with users and outside vendors, when necessary, to respond to service requests; implement solutions to problems.
11. Monitor systems to ensure adequate performance and maintenance; analyze and recommend enhancements.
12. Participate in computer users meetings or meetings of related committees.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: electronic data processing and its applications, requirements, installation procedures, hardware, software and maintenance of systems; common operating systems; relational databases; network environments; technical writing.

Ability or Skill to: communicate effectively both orally and in writing; establish and maintain good working relations with department personnel, staff, vendors, peers, and management; understand and learn a variety of business procedures and processes; use logic and analysis to solve computer and systems problems; analyze and categorize data and information in order to determine the relationship of the data with reference to established criteria/standards; explain, demonstrate and clarify to others within established policies, procedures and standards; exercise judgement, decisiveness and creativity in situations involving a variety of predefined duties subject to frequent change; read and understand professional journals and literature.

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 business administration, public administration, information systems, economics, finance, 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 one of the fields above or a closely-related field].

Experience:

License and Certification:

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: IS Business Analyst - Assistant
Job Code: 1051**

Substitution:

Experience in the information systems field, including technical support, content management, administration of network applications or system analysis 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 one of the fields above or a closely related field.

Completion of the 1010 Information Systems Trainee Program may be substituted for the required degree.

SUPPLEMENTAL INFORMATION

Essential duties require the following physical skills and work requirements: Some positions may require sufficient strength and coordination for lifting, pushing, pulling and/or carrying the weight of computer equipment. May require hand/eye coordination for semi-skilled movements, such as taking apart casings, installing parts and reconnecting computers and for performing data entry. May involve extensive VDT exposure.

PROMOTIVE LINES

ORIGINATION DATE:	05/17/1997
AMENDED DATE:	06/27/16; 09/09/16; 11/03/23
REASON FOR AMENDMENT:	<i>To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.</i>
BUSINESS UNIT(S):	COMMN SFMTA SFCCD SFUSD

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: IS Business Analyst - Journey
Job Code: 1052**

DEFINITION

Under general direction, oversees most if not all of the various parts of the systems development cycle, including needs analysis, cost-benefit analysis, structured systems analysis and design, feasibility analysis, technology and software assessment, telecommunication needs analysis, project planning and management, system installation, implementation and testing, conversion to production status, technical and procedural documentation, user training, and post-implementation assessment and administration; may be the sole MIS resource for an organization with a moderately complex system.

DISTINGUISHING FEATURES

The IS Business Analyst is the journey level in the Business Analyst series. Positions at this level are distinguished from Senior level Business Analysts by the lesser difficulty and complexity of the analytical tasks, and is distinguished from the Assistant level by the wider scope of responsibilities. At this level, incumbents work with only occasional instructions or assistance; analyses of average difficulty and complexity are performed with considerable latitude for independent action on less involved projects. Work requires interpretation of policies, procedures and guidelines; and may require the development of recommendations consistent with directives, policies and regulations. Work is normally reviewed upon completion and for overall results.

SUPERVISION EXERCISED

May be expected to provide supervision to subordinate clerical or technical staff, however, supervisory responsibilities are ancillary to the main intent and focus of the position.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Assess and optimize system designs through review and analysis of user needs, customizing systems through system design and administration to meet the changing business needs of the users; participate in the development of planning for remote hardware and communications facilities.
2. Analyze data processing needs; research and evaluate software on multiple platforms to assist users to meet their departmental goals; assist in developing the evaluation criteria for software.
3. Determine operating characteristics and requirements; develop or modify and document general system design; write detailed design specifications; conduct "walkthroughs" for proposed solutions to system problems.
4. Conduct feasibility studies; evaluate vendor products; make recommendations based on user requirements and systems analysis to ensure adequate planning.

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: IS Business Analyst - Journey
Job Code: 1052**

5. Monitor the maintenance and enhancement of complex computer and telecommunications systems to ensure proper functionality; provide support, analysis, coordination and assistance for networks, including disaster recovery.
6. Troubleshoot software problems through telephone and site visit support; provide technical assistance in planning, engineering and architecture of unique systems for diverse applications; implement solutions to problems.
7. Conduct user training.
8. May install and maintain software; facilitate communication between clients and vendors regarding system maintenance issues; perform non-routine adds, moves and changes as needed.
9. Test and modify software for network compatibility; participate in the detail design and development of new applications; may write database applications.
10. Update system software and make modifications to system configurations; facilitate data communication between systems platforms.
11. Implement, maintain and update databases, tables and security access; create, document and compile manuals related to procedures.
12. Participate and represent the department in computer users meetings or meetings of related committees.
13. Research and evaluate technology through industry meetings, seminars, and vendor contacts; identify opportunities for improvements through automation; develop screen logic and reports.
14. Create and generate reports and statistics to meet user and program requirements; interface with other departments, jurisdictions and users on regulations and reporting requests.
15. Conduct database systems analysis and designs; may perform data normalization tasks; assist in the development of relational databases; assist in performance of data conversion tasks and maintenance of data dictionaries.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: electronic data processing and its applications; requirements, installation procedures, hardware, software and maintenance of systems; functional requirements, structured systems or procedures analysis; database analysis; business applications development;

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: IS Business Analyst - Journey
Job Code: 1052**

systems implementation; technical writing; common operating systems; relational databases; network environments.

Ability or Skill to: communicate effectively both orally and in writing; establish and maintain good working relations with department personnel, staff, vendors, peers, and management; understand and learn a variety of business procedures and processes; use logic and analysis to solve computer and systems problems; translate functional requirements into technical specifications; analyze and categorize data and information in order to determine the relationship of the data with reference to established criteria/standards; advise and provide interpretation to others how to apply policies, procedures and standards to specific situations; exercise judgment, decisiveness and creativity required in situations involving the evaluation of information against measurable criteria; read and understand professional journals and literature.

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 business administration, public administration, information systems, economics, finance, 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 one of the fields above or a closely-related field].

Experience:

One (1) year in the information systems field, including technical support, content management, administration of network applications or system analysis.

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 one of the fields above or a closely related field.

Completion of the 1010 Information Systems Trainee Program may be substituted for the required degree.

SUPPLEMENTAL INFORMATION

Essential duties require the following physical skills and work requirements: Some positions may require sufficient strength and coordination for lifting, pushing, pulling and/or carrying the weight of computer equipment. May require hand/eye coordination for semi-skilled movements,

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: IS Business Analyst - Journey
Job Code: 1052**

such as taking apart casings, installing parts and reconnecting computers and for performing data entry. May involve extensive VDT exposure.

PROMOTIVE LINES

ORIGINATION DATE: 05/17/1997

AMENDED DATE: 06/27/16; 09/09/16; 11/03/23

REASON FOR AMENDMENT: *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

BUSINESS UNIT(S): COMMN SFMTA SFCCD SFUSD

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: IS Business Analyst - Senior
Job Code: 1053**

DEFINITION

Under general direction, oversees the more difficult and complex aspects of the systems development cycle, including needs analysis, cost-benefit analysis, structured systems analysis and design, feasibility analysis, technology and software assessment, telecommunications needs analysis, project planning and management, system installation, implementation and testing, conversion to production status, technical and procedural documentation, user training, and post-implementation assessment and administration; may be the primary MIS resource for an organization with a complex system.

DISTINGUISHING FEATURES

The Senior IS Business Analyst is the advanced journey level in the Business Analyst series. Positions at this level are distinguished from the journey level Business Analysts by the greater difficulty and complexity of the analytical tasks, and is distinguished from the Principal by the limited supervisory responsibilities or the responsibility for smaller projects. Positions at this level require highly specialized knowledge, abilities, skills and experience and often exercise independent judgement in the performance of their duties; and possess technical or functional expertise beyond that expected at the journey level. Work is judged primarily on overall results with great latitude in determining work methods and assignment requirements. Employee has greater authority over assignments and decisions required to complete the work than lower level positions.

SUPERVISION EXERCISED

May provide limited supervision to professional subordinate positions, or assume responsibility for coordinating a defined program. However, supervisory responsibilities are ancillary to the main intent and focus of the positions.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Identify opportunities for improving business processes through automation; assist in the preparation of proposals to develop new systems.
2. Analyze data processing needs; research and evaluate software on multiple platforms to assist users to meet their departmental goals; assist in developing the evaluation criteria for software.
3. Determine operating characteristics and requirements; develop or modify and document general system design; write detailed design specifications; conduct "walkthroughs" for proposed solutions to system problems.
4. Analyze the feasibility of and develop requirements for new systems and enhancements to existing systems; ensure the system design fits the needs of the users.

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: IS Business Analyst - Senior
Job Code: 1053**

5. May install and enhance software; program, test, debug and install new/modified programs.
6. Provide technical support for computer and telecommunications systems; consult on the
7. analysis of an application; troubleshoot system problems; implement solutions.
8. Conduct system analysis and may conduct programming activities for complex systems; document new and modified systems and programs; coordinate user training in new capabilities; may convert new programming from test to production.
9. Interface with users to determine system needs and requirements; instruct users on newly implemented systems; define system requirements; may design and code programs; review impact of system modifications on existing systems.
10. Prepare, or assist client in preparing, service requests to implement system changes; determine level of effort required and the cost of implementing service requests; prioritize requests.
11. May provide technical production support for on-line and batch systems; assist with set processing schedule; update and produce reports.
12. Coordinate with outside vendors and contractors to complete projects and service requests; define, assign and evaluate their work.
13. May determine structure of databases; normalize data; perform conversion of data between platforms; design, develop and generate routine and ad hoc reports in response to user needs.
14. Determine security levels for systems to ensure data integrity; test database applications to assure functionality and effectiveness in performing to desired specifications.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: requirements installation procedures, hardware, software and maintenance of systems; electronic data processing methods; interactive or macro-based applications; functional requirements, structured systems or procedures analysis; personal computer applications development tools; system analysis and design; coding, testing and implementing complex programs; script/procedure languages; common operating systems software and relational database systems; network environments.

Ability or Skill to: communicate effectively both orally and in writing; establish and maintain good working relations with department personnel, staff, vendors, peers, and management; understand and learn a variety of business procedures and processes; use logic and analysis to solve computer and systems problems; translate functional requirements into systems

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: IS Business Analyst - Senior
Job Code: 1053**

specifications; analyze data and information using established criteria, in order to determine consequences and to identify and select alternatives; advise and provide interpretation to others how to apply policies, procedures and standards to specific situations; exercise decisiveness and creativity required in situations involving the evaluation of information against judgmental criteria; read and understand professional journals and literature; prioritize competing requests for service.

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 business administration, public administration, information systems, economics, finance, 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 one of the fields above 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 one of the fields above or a closely related field.

Completion of the 1010 Information Systems Trainee Program may be substituted for the required degree.

SUPPLEMENTAL INFORMATION

Essential duties require the following physical skills and work requirements: Some positions may require sufficient strength and coordination for lifting, pushing, pulling and/or carrying the weight of computer equipment. May require hand/eye coordination for semi-skilled movements, such as taking apart casings, installing parts and reconnecting computers and for performing data entry. May involve extensive VDT exposure.

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: IS Business Analyst - Senior
Job Code: 1053**

PROMOTIVE LINES

ORIGINATION DATE: 05/17/1997

AMENDED DATE: 06/27/16; 09/09/16; 11/03/23

REASON FOR AMENDMENT: *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

BUSINESS UNIT(S): COMMN SFMTA SFCCD SFUSD

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: IS Business Analyst - Principal
Job Code: 1054**

DEFINITION

Under general direction, provides direct ongoing supervision to other IS Business Analysts, or serves as the top technical authority for one or more related specialties, or provides technical leadership and direction and assumes technical responsibility for the completion of major projects; performs or oversees all or most of the systems development life cycle and ongoing administration functions, including needs analysis, cost-benefit analysis, structured systems analysis and design, feasibility analysis, technology and software assessment, telecommunications needs analysis, project planning and management, system installation, implementation and testing, conversion to production status, technical and procedural documentation, user training, and post-implementation assessment and administration; directs and participates in complex studies.

DISTINGUISHING FEATURES

The Principal IS Business Analyst is the highest level in the Business Analyst series and may be assigned to function as a supervisor, expert or project leader. When assigned as a supervisor, develops, coordinates and executes policies, methods and procedures, and supervises personnel; when assigned as an expert, performs work requiring a very high level of technical knowledge of a specific area or the ability to integrate at a high level the knowledge of several areas (this is not considered to be a part of the normal career path for employees in this series; rather it is reserved for those employees with a mastery of specific- technologies or a particular expertise); when assigned as a-project leader, manages and provides technical leadership of projects involving large-scale, complex and highly analytical tasks. Positions at this level are distinguished from Senior Business Analysts in that the latter performs more specific and small-scale, though complex, analytical tasks. Work is performed within a broad framework of general policy and requires creativity and resourcefulness to accomplish goals and objectives, and in applying concepts, plans and strategies which may deviate from traditional methods and practices.

SUPERVISION EXERCISED

May supervise Business Analysts, Programmer Analysts, technical, clerical and other functional staff in the assigned work unit; or as a Project Leader, coordinate a team of workers which may include professional, technical and/or clerical staff within the assigned work unit or jointly with other units.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

When assigned to the Supervision specialty:

1. Supervise, assign, review and participate in the work of subordinates in assigned unit.

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: IS Business Analyst - Principal
Job Code: 1054**

2. Ensure that appropriate policies and procedures are followed by subordinates; review and recommend a variety of personnel actions in such areas as performance evaluation, training, selection and disciplinary measures.
3. Analyze and recommend procedures consistent with departmental directives, policy regulations that are developed by higher-level management staff.
4. Analyze and resolve complex system problems; develop and implement modification as necessary; prepare special reports; maintain records of system documentation.
5. Consult on special requests for information and reports; participate in audits, integrated reviews and improvement studies, and quality control reviews.
6. Monitor, coordinate and assist in developing the assigned work unit budget.
7. Provide advice and recommendations to meet user needs.
8. Coordinate system related activities with other departments for multi-departmental system projects.
9. Manage complex systems; lead and schedule multiple projects; plan, analyze and develop new systems; develop enhancements to systems; analyze procedures; develop conversion plans; move data from one system to another; provide user training.
10. Review plans for software, hardware and telecommunications equipment and services; prepare specifications; oversee request for proposal process.
11. Develop annual MIS plans, including budgeting, configuring and purchasing hard and software.
12. Monitor and review work in progress, providing technical assistance and guidance.
13. Manage and monitor progress of contractors and vendors; facilitate contract payments; participate in the request for proposal process and re-negotiate amendments; resolve problems.
14. Manage and design the structure and growth of computer and telecommunications systems and networking; design, develop and implement new systems to support departmental activities; set scope, boundaries and objectives for system functions interfaces based on departmental needs.
15. Attend meetings as needed; represent unit on committees.

When assigned to the Project Leader specialty:

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: IS Business Analyst - Principal
Job Code: 1054**

1. Analyze and evaluate existing complex systems for cost effective and efficient operation and recommend modifications; prepare feasibility studies; monitor technical design in relation to system changes; gather requirements and general information regarding users business needs relating to new developments or enhancements.
2. Identify opportunities for improving business processes through automation; prepare proposals to develop new systems or enhancements to existing systems, conduct feasibility studies.
3. Determine allocation of resources and installation schedules; prepare feasibility studies; determine operating characteristics and requirements; monitor and report progress of work.
4. Assure proper planning, engineering, documentation, installation and testing of systems to meet end user requirements; manage system maintenance activities.
5. Prepare budgetary cost estimates and develop project implementation proposals, documentation and scheduling; write technical specifications and requests for proposals.
6. Assure coordination and intra-network compatibility; assist with integration of manual and automated system procedures.
7. Coordinate multi-vendor support for the technical and administrative resolution of network troubleshooting problems.
8. Recommend contractor selection, may review contractor and vendor billings; monitor and evaluate quality of contractor/consultant products and services; coordinate interactions and activities of vendors.
9. Analyze regulatory rules and regulatory issues for their impact on current operations.
10. Provide technical support services to other agencies and departments.
11. Develop training exercises for subordinate staff and maintain technical education; may coordinate and/or present training classes.
12. Create work plans and monitor progress of project tasks; review staff work and train staff relating to the project work.
13. Create and document long-term strategies for project related information systems operations; translate business needs into IS directions; identify new information systems technology opportunities; may prepare and present long term plans.
14. Research, analyze and select hardware and software products.

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: IS Business Analyst - Principal
Job Code: 1054**

15. May oversee certain project related production functions.
16. Monitor project related work schedules and completion dates.
17. Coordinate and/or attend project team meetings and user meetings.

When assigned to the Expert specialty:

1. Optimize system designs through review and analysis of user needs; customize systems through design and administration.
2. Identify opportunities for improvements in business processes through automation; make recommendations for new procedures and applications.
3. Analyze the feasibility of 'and develop requirements for new systems and enhancements to existing systems; prepare cost estimates and schedules for modifications; set scope, boundaries and objectives for system' functions and interfaces based on departmental needs.
4. Design, develop and implement new systems to support departmental activities.
5. Define system requirements; design, code, test and debug systems; train users on new applications.
6. Develop or modify system design: write detailed design specifications.
7. Provide advice on the functionality of new programs and compatibility of modifications to ensure user needs are met.
8. Evaluate software and hardware products on multiple platforms; make recommendations for compatibility, based on user requirements and systems analysis.
9. Provide analysis and technical support for highly complex systems; troubleshoot systems problems; implement solutions.
10. Support and maintain highly technical systems or networks; analyze and evaluate systems for cost effective and efficient performance; recommend modifications.
11. Coordinate the efforts of analysts, engineers and operators in the implementation of projects spanning multiple systems and sites; multiple platforms.
12. Manage and monitor the progress of contractors and vendors; resolve problems.

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: IS Business Analyst - Principal
Job Code: 1054**

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: requirements, installation procedures, hardware, software and maintenance of systems; practices and techniques of supervision and of project management; training techniques; interactive and macro-based applications; functional requirements, structured systems or procedures analysis; systems analysis and design; coding, testing and implementing complex programs; script/procedure languages; common operating systems software and relational database systems; data modeling; electronic data processing methods; network management and coordination; project cost estimating; contracts negotiation and management; long range planning techniques; practices and techniques of project management; training techniques; systems development life cycle; structured systems or procedures analysis; business applications development; technical writing.

Ability or Skill to: manage and direct a group of workers, including the ability to provide counseling and mediation; persuade, convince and train others; communicate effectively both orally and in writing; communicate clear expectations to subordinates and motivate them to perform effectively; establish and maintain good working relations with department personnel, staff, vendors, peers and management; understand and learn a variety of business procedures and processes; exercise the judgement, decisiveness and creativity required in situations involving the direction, control and planning of a program or multiple programs; use logic and analysis to solve computer and systems problems; translate functional requirements into systems specifications; decide the time, place and sequence of operations within an organizational framework, as well as the ability to oversee their execution; read and understand professional journals and literature; coordinate highly technical procedures and complex reporting requirements; produce complex reports; prioritize competing requests for service; develop network design; conduct cost/benefit analyses; prepare technical specifications; produce complex reports-, coordinate highly technical procedures and complex reporting requirements; develop new approaches and solutions outside of existing theories and principles, engage in high level consulting

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 business administration, public administration, information systems, economics, finance, 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 one of the fields above or a closely-related field].

Experience:

Five (5) years of experience 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:

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: IS Business Analyst - Principal
Job Code: 1054**

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 one of the fields above or a closely related field.

Completion of the 1010 Information Systems Trainee Program may be substituted for the required degree.

SUPPLEMENTAL INFORMATION

Essential duties require the following physical skills and work requirements: Some positions may require sufficient strength and coordination for lifting, pushing, pulling and/or carrying the weight of computer equipment. May require hand/eye coordination for semi-skilled movements, such as taking apart casings, installing parts and reconnecting computers and for performing data entry. May involve extensive VDT exposure.

PROMOTIVE LINES

ORIGINATION DATE: 05/17/1997
AMENDED DATE: 06/27/16; 09/09/16; 11/03/23
REASON FOR AMENDMENT: *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*
BUSINESS UNIT(S): COMMN SFMTA SFCCD SFUSD