APPOINTMENT TYPE
Temporary Exempt/As-Needed. These positions are temporary exempt, as-needed subject to budgetary constraints. Temporary exempt as-needed appointment not to exceed six (6) months or 1040 hours. Exempt employees are considered "at will" and serve at the discretion of the appointing officer.

DEPARTMENT OVERVIEW
The Human Services Agency is a department of the City and County of San Francisco and the central resource for public assistance in the City. Our mission is to promote well-being and self-sufficiency among individuals, families and communities in San Francisco. We provide a safety net for individuals and families by offering income support, community-based living support, and assistance acquiring food, housing, and health coverage. We offer programs and services that ensure the protection and safety of children, the elderly and dependent adults. We help people secure employment through training, job search and child care assistance.

POSITION DESCRIPTION
Under general direction, the IS Administrator I – Seasonal IT Support, will provide primary support to Information Technology (IT) staff of the Human Services Agency (HSA). In this temporary appointment, incumbents will participate in various technical and functional projects in the IT department. Incumbents will receive guidance and hands-on training under the mentorship of higher-level, experienced IT professionals throughout the Agency.

Essential duties performed may include, but are not limited to:
1. Provide technical and operational support and maintenance for computers and networks; assist in technical and functional projects, tasks, and activities in development of reports and dashboards.
2. Monitor, operate and enhance moderately complex computers with different and distinct platforms that may include all or one of the following: desktop computers, servers, mobile devices, and/or network devices to insure proper functioning, and recommend solutions to correct malfunctions.
3. Research, analyze, and resolve system problems to ensure continuous system operations required for scheduled data processing functions; test application or system software for compatibility and capability to specific job applications and assignments such as generating reports, dashboards.
4. Install and configure computer, server, network hardware and/or software; coordinate and schedule hardware repairs; perform routine equipment maintenance; repair and modify various computer and communications systems and related equipment; create user groups and individual accounts.
5. Documentation of business process and requirement gathering.

6. Maintain and document scripts and procedures used to enhance existing desktop, server and/or network computer functions, reports, and dashboards.

7. Analysis and design of Business Intelligence (BI) Solutions.

8. Assist/shadow lead engineers, Business Intelligence Project Managers and developers but not specific to the development and production of system/end-user documentation for applications processing and procedures.

9. Generate reports and statistics; maintenance of report libraries and inventory lists.

10. Provide problem determination and technical assistance to users; escalate and coordinate problem resolution activities; perform Help Desk functions for routine issues including problem tracking, analysis, and resolution.

11. Perform related duties and responsibilities as assigned.

**MINIMUM QUALIFICATIONS**

1. Currently enrolled in a technical vocational program or a Bachelor’s degree program from an accredited college or university in computer science or related fields. Must have successfully completed sufficient academic units to possess junior or senior standing (30 semester units or 45 quarter units are considered equivalent to one year); OR

2. Possession of an Associate’s degree from an accredited college in computer science or related fields or completion of a computer science program at a technical vocational institute.

**SPECIAL REQUIREMENTS**

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 bending, stooping and/or crawling in order to install or repair computer or printer cables. May require hand/eye coordination for semi-skilled movements, such as taking apart casings, installing parts, reconnecting computers and data entry.

**DESIRABLE QUALIFICATIONS**

- Ability to work with a variety of people in team settings, work independently with appropriate supervision and have excellent oral and written communication skills.
- Working knowledge of Microsoft Active Directory, group policies and how it interacts with the desktop and/or server environment.
- Working knowledge of systems management software such (SCCM or equivalent).
- Working knowledge of Microsoft SQL and/or IIS.
- Ability to work with Microsoft Excel, Power Point, Share Point, Word.
- Ability to analyze, develop and write reports using MS Access, Oracle RDBMS, Oracle Forms & Reports, SQL, PL/SQL, UNIX shell scripts, Crystal Reports, etc.
- Certification in a technical discipline such as Cisco Certified Network Administrator (CCNA), Microsoft Certified Systems Engineer (MCSE), Microsoft Certified (MCP) Professional, VMWare Certified Professional (VCP), etc.
• Experience supporting Windows 7/8.1/10.

The stated desirable qualifications may be used to identify job finalists at the end of the selection process when candidates are referred for hiring.

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 (TEX-1021-067749)
-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, @sfdpd.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, Rosie Ortiz, by telephone at 415.557.5855, or by email at rosa.ortiz@sfgov.org.

SELECTION PROCEDURES

The selection process will include evaluation of applications in relation to minimum requirements. Applicants meeting the minimum qualifications are not guaranteed advancement through the selection process. The Department may establish and implement additional screening mechanisms to comparatively evaluate the qualifications of candidates. If this becomes necessary, only those applicants whose qualifications most closely meet the needs of the Department will be invited for an interview.

Only candidates who are most qualified and whose backgrounds best match the position will continue in the selection process.
VERIFICATION OF EXPERIENCE AND/OR EDUCATION

All applicants must submit verification of education by 5:00pm on July 17, 2016.

Applicants must submit academic transcripts indicating current standing/enrollment OR a copy of degree/vocational certificate obtained. Verification of all qualifying education must be on academic institution’s letterhead and must include the name of the applicant, dates of attendance, and credit/unit information where applicable. All documentation must be on Institutional letterhead. Failure to submit verification documentation may result in rejection of application or ineligibility for employment. All statements made on the application or subsequent documents required under this recruitment are subject to verification.

Verification may be submitted via the following ways:

- E-MAIL to rosa.ortiz@sfgov.org with subject “1021 Verification”, OR

- FAX to (415) 355-2414, ATTN: 1021 Verification, OR

- Hand-deliver verification to Human Resources Counter at the Human Services Agency: Exam Unit, Attention: Rosie Ortiz, 1021 Verification, 1650 Mission St, San Francisco, CA 94103.

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

TERMS OF ANNOUNCEMENT
Applicants must be guided solely by the provisions of this announcement, including requirements, time periods and other particulars, except when superseded by federal, state or local laws, rules or regulations. The correction of clerical errors in an announcement may be posted on the Department of Human Resources website at www.jobaps.com/sf.

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://www.sfdhr.org/index.aspx?page=20#applicantswithdisabilities

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://www.sfdhr.org/index.aspx?page=20 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.

Entrance- 1021
Issued: June 9, 2016
Recruitment No.: TEX-1021-067749
Micki Callahan, Director
Department of Human Resources
Team: HSA/RO 415.557.5855

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.