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# 1091 IT Operations Support Administrator I

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Recruitment #PBT-1091-082072

DEPARTMENT City Planning  
ANALYST Susan Chu  
DATE OPENED 12/18/2017 8:00:00 AM  
FILING DEADLINE 1/3/2018 5:00:00 PM  
SALARY \$26.50 - \$32.85/hour; \$4,593.00 - \$5,694.00/month; \$55,120.00 - \$68,328.00/year  
JOB TYPE Permanent PBT  
EMPLOYMENT TYPE Full-Time

## INTRODUCTION



**This is a Position Based Test conducted in accordance with Civil Service Rule 111A**

### **Introduction:**

The San Francisco Planning Department (CPC) has one (1) 1091 IT Operations Support Administrator I opening in our Office of Analysis and Information Systems (OASIS) within the Finance & Technology Division.

CPC plays a central role in guiding the growth and development in our City. The Department works with other City agencies and the community to help achieve great planning for a great city.

Our mission, under the direction of the Planning Commission, shapes the future of San Francisco and region by: generating an extraordinary vision for the General Plan and in neighborhood plans; fostering exemplary design through planning controls; improving our surroundings through environmental analysis; preserving our unique heritage; encouraging a broad range of housing and a diverse job base; and enforcing the Planning Code.

This is an opportunity to work in a dynamic, inter-disciplinary, and innovative department and share in our vision to make San Francisco the worlds' most livable urban place – environmentally, economically, socially and culturally.

For more information about CPC, visit <http://sf-planning.org>.

### **Division Overview**

The Planning Department's technology group, known as the Office of Analysis and Information Systems (OASIS), develops and implements departmental office automation. OASIS provides staff with the electronic capabilities needed to help do their jobs, as well as make available departmental data and information to staff, the public and assist with problems related to office automation.

### **Position Description**

This position will provide help desk support as part of the department's technology team, OASIS. Under general supervision, the 1091 provides technical support for moderately sized networks with single or multiple Local Area Networks (LANs) or operational support for multiple, distinctive computers, mobile devices and their networks; installs, maintains, and enhances software, hardware and peripherals; performs basic help desk functions; coordinates user training; performs data and access protection processes; and performs related work which may include computerized data input and record maintenance.

Essential duties of the position include:

- Provide technical, operational and maintenance support for department computers and network; assist in network upgrades; log, track and monitor all problems and help desk requests; provide technical support to department programs and staff in the use of computer applications.
- Assist senior administrator assigning user logons and rights; reset passwords; create departmental groups.
- Monitor and troubleshoot computer hardware and software problems; may coordinate with vendors for equipment repair.
- Perform and facilitate help desk functions for routine issues including problem tracking, analysis, and resolution; define and document help desk solutions; provide problem determination; analyze and resolve system problems to ensure continuous system operations. Assist administer off-site storage of data tapes.
- Install and configure workstations and various peripherals; install software applications.
- Create automation scripts to facilitate end-user software installation.
- Assist in the development and production of system and end-user documentation for application processing and procedures.
- Assist in the development and implementation of training activities and materials; instruct users in logon and document identification procedures.
- Provide support for videography
- Perform other related duties and responsibilities as requested.

### **MINIMUM QUALIFICATIONS**

Requires an Associate's Degree in 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 computer science or a closely-related field], **AND** the ability to lift, push, pull and/or carry up to 35 pounds.

**Special Conditions:**

The above minimum qualifications reflect special conditions associated with the position to be filled. They may differ from the standard minimum qualifications associated with this classification.

**Substitution:**

Experience performing analysis, installation and technical support in a network environment 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 computer science or a closely related field.

**Desirable Qualifications:**

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

- Work independently with minimal supervision and as a member of a team.
- Experience performing help desk functions for routine issues including problem tracking, analysis, and resolution; define and document help desk solutions; provide problem determination,
- Experience communicating with end users, functional and technical teams to request additional details, documentation, or information to assist in the processing of user support requests.

**Note:** Applicants must meet the minimum qualifications requirement by the final filing date unless otherwise noted.

## HOW TO APPLY

Applications for City and County of San Francisco jobs are **only** accepted through an online process. Visit [www.jobaps.com/sf](http://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
- 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, @flsfo.com, @sfwater.org, @sfdph.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, Susan Chu, by telephone at 415-575-9149, or by email at Susan.Chu@sfgov.org.

## SELECTION PROCEDURES

Applicants are required to complete a Supplemental Questionnaire as part of the online application process. The purpose of the Supplemental Questionnaire is to allow candidates to self-certify their qualifications for the position. Applicants must also complete the official application.

### **Supplemental Questionnaire (Essay Questions) - Weight 100%**

Candidates self-certifying meeting the Minimum Qualifications will have their supplemental questionnaire scored.

Applicants must complete the essay question section as part of the Supplemental Questionnaire during the online application process. The essay questions are designed to measure the knowledge, skills and/or abilities in job-related areas required for the position which may include but are not limited to: written communication ability, project/time management ability, Human relations ability, and knowledge of general computer, networking & communications equipment.

Candidates will be ranked on the eligible list based on their supplemental questionnaire score. Candidates must achieve a passing score on all components of the selection procedures to be placed on the eligible list.

**Certification:** The certification rule for the eligible list resulting from this examination will be **Rule of Ten (10) scores**. Hiring departments may conduct additional selection processes to make final hiring decisions.

**Eligible List:** The eligible list resulting from this examination is subject to change after adoption (e.g., as a result of appeals), as directed by the Human Resources Director or the Civil Service Commission. The duration of the eligible list resulting from this examination process will be **six (6)** months and may be extended with the approval of the Human Resources Director. Upon approval of the Human Resource Director (see Civil Service Rule 111A.26.5), the eligible list resulting from this announcement may be used by other departments that also use this classification or a similar classification. To find other Departments which use this classification, please see <http://www.sfdhr.org/Modules/ShowDocument.aspx?documentID=21246>. Search that document by title or job code to see which departments use the classification.

Resumes may be attached to the application; however, resumes will not be accepted in lieu of a completed City and County of San Francisco application.

### **Verification**

Applicants may be required to submit verification of qualifying education and experience at any point in the application, examination and/or departmental selection process. Failure to provide the required verification when requested may result in rejection of application and/or removal from eligibility for referral and appointment in this class. Verification may be waived if impossible to obtain. The applicant must submit a signed statement explaining why verification cannot be obtained. Waiver requests will be considered on a case-by-case basis.

**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**

### **Reasonable Accommodation Request:**

Applicants with disabilities requiring reasonable accommodation for this examination can find information on requesting a reasonable accommodation at <http://www.sfdhr.org/index.aspx?page=20#applicantswithdisabilities>

### **Veterans Preference:**

Information regarding requests for Veterans Preference can be found at:  
<http://www.sfdhr.org/index.aspx?page=20#veteranspreference>

### **Seniority Credit in Promotional Exams:**

Information regarding seniority credit can be found at: <http://www.sfdhr.org/index.aspx?page=20#senioritycredit>

### **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.

### **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.

Clerical errors may be corrected by the posting the correction on the Department of Human Resources website at [www.jobaps.com/sf](http://www.jobaps.com/sf).

The terms of this announcement may be appealed under Civil Service Rule 111A.35.1. The standard for the review of such appeals is 'abuse of discretion' or 'no rational basis' for establishing the position description, the minimum qualifications and/or the certification rule. Appeals must include a written statement of the item(s) being contested and the specific reason(s) why the cited item(s) constitute(s) abuse of discretion by the Human Resources Director. Appeals must be submitted directly to the Executive Officer of the Civil Service Commission within five business days of the announcement issuance date.

**Exam Type: E**

**Issued: December 18, 2017**

**Micki Callahan  
Human Resources Director  
Department of Human Resources  
Recruitment ID Number: PBT-1091-082072**

**CPC/SC/415-575-9149**

## **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](#).



