

## **SIC Senior Administrative Analyst - Strategy Innovation and Change (SIC)**

### **About Strategy Innovation and Change**

Strategy, Innovation and Change (SIC) was created in 2019 to provide support to all SFPUC Business Services Bureaus in their pursuit of the following goals: 1) deliver excellent customer service, 2) ensure impeccable stewardship of resources, 3) promote long-term financial sustainability, and 4) cultivate a culture of excellence. SIC also provides leadership and support for initiatives that have a widespread impact on SFPUC operations.

The division's programs include:

- Project leadership and change management for complex transformation projects across SFPUC functions (system, policy or process changes)
- Strategy and business planning
- Performance management
- Risk management
- Identifying opportunities for efficiencies and innovation

The majority of SIC projects span the agency and require the participation of teams from multiple divisions. Based on a commitment to fostering a positive, engaged and inspired work culture, SIC works with care to build productive, committed and motivated teams aligned around SFPUC objectives.

### **Job Description**

The SIC Senior Administrative Analyst will be responsible for directing and performing complex and sensitive professional level projects for departmental management. This includes planning, organizing, leading and/or participating in detailed analytical work. Topics generally include budget and data analysis, business planning, process improvements, and supporting large agency-wide transformation programs to implement innovative solutions, and improve levels of service.

The ideal candidate has skills and experiences in the following: strategic planning (including workshop facilitation), project management (including defining project scope, goals and objectives, building project plans and timelines, and interpreting analytical findings), change management and communications, coordinating stakeholder participation, applying principles of continuous improvement, and conducting performance and program evaluations.

Additionally, they can lead and motivate teams working on highly sensitive and complex projects to achieve objectives, champion new ideas, and be persuasive while being collaborative. They are resourceful, have creative latitude, and can work effectively and

efficiently in high stress situations without negatively impacting others. They possess high-level analytical, planning, organizational, and presentation skills. They are able to make sound, practical decisions on complex issues.

#### Essential Duties:

1. Support highly complex strategic and business planning and performance management efforts throughout Business Services.
2. Research and analyze business management trends, analyze applications to SIC and Business Services, and develop recommendations.
3. Manage application of business planning tools to support organizational alignment and goal realization.
4. Support implementing difficult, sensitive, highly visible and complex cross-functional process and system change programs (including technology projects).
5. Identify, analyze and implement areas for process improvement and task automation.
6. Coordinate with staff across the SFPUC to identify customer needs and develop service-level standards.
7. Research and prepare sensitive and highly complex written communications for management and the Commission; support discussions with management to seek alignment for process and policy changes including real-time emergency-related measures and processes.
8. Analyze and evaluate the effect of highly complex and sensitive existing, newly enacted and proposed legislation or regulations on Business Services; determine impact and drive related change efforts.
9. Lead, supervise and provide guidance to the SIC Risk & Project Analyst (1822) and cross-functional project teams.
10. Represent SIC in internal SFPUC presentations to various stakeholders.
11. Review, process and monitor professional and service contracts; and the SIC budget.
12. Other related duties as required.

#### **DESIRABLE QUALIFICATIONS**

*The stated desirable qualifications may be considered at the end of the selection process when candidates are referred for hiring.*

- Experience in project management
- Experience conducting difficult analytical studies involving complex administrative systems and procedures
- Experience working with authority to identify and define problems, determine methodology, evaluate data, make recommendations with appropriate justification and developing/implementing a plan of action

- Experience conducting interviews, observations and other procedures to understand, document and validate processes
- Experience managing project teams and/or supervising staff
- Experience in conducting negotiations