

AIOC Process Development Coordinator 1824 – Principal Administrative Analyst



Working at SFO

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AIOC Process Development Coordinator

You will be part of a collaborative team responsible for analyzing, forecasting, and planning for future operations as part of the Airport Integrated Operations Center (AIOC). The AIOC will be our 24/7 guest centric nerve center with end-to-end visibility through a common operating picture. The AIOC will be staffed with skilled teams and decision makers that set the Daily Operations Plan, mitigate pain points and share information to promote healthy airport operations. The AIOC will be more than a room with innovative technology and skilled operators; it is a mindset that drives our day-to-day operation to create a seamless and responsive travel experience for everyone. The AIOC will create an extraordinary guest experience through centralized operational control - enabling informed, data-driven decisions and managing all reported issues with care, while working in collaboration to provide a safe, secure, and seamless guest experience.

You are a highly motivated individual looking to serve as the AIOC Process Development Coordinator to bolster the organization's objective to enhance, advance, and support all operational activities at SFO. Under direction from Operations Planning Team Leader, you will collaborate with various stakeholders to identify opportunities for process improvements and operational efficiencies. This includes analyzing current operational processes using data-driven approaches such as process mapping, root cause analysis, and performance metrics, and developing and implementing process improvement initiatives to streamline workflows, reduce waste, and enhance overall productivity. You will also monitor the performance of implemented improvements, track key performance indicators (KPIs) and report on the success of initiatives, and create and maintain detailed documentation of processes, workflows, and improvements. You will promote a culture of continuous improvement by facilitating workshops and providing ongoing support to employees.

You are an integrated member of the AIOC and are expected to work collaboratively with all AIOC personnel in addition to SFO team members to monitor and manage operations, solve problems, generate innovative ideas, and share information across SFO teams.

Your Impact:

- Partner with AIOC teams to leverage available data to optimize operations and provide analytical decision-making support to AIOC leadership and sections.

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- Critically observe operational response activities to disruptions in the AIOC to determine if there are opportunities to enhance decision making or decrease response times by leveraging data, systems, and processes differently.
- Collaborate with AIOC personnel to identify, develop and implement process improvements across AIOC operations to benefit the guest experience.
- Apply knowledge of Project Management, continuous improvement/quality assurance, and various analytical techniques (e.g., statistics, root cause analysis) to solve complex business problems.
- Coordinate with SFO ITT to develop and/or integrate systems, data schema, and APIs to ensure AIOC data is available to all AIOC personnel as needed for new project implementation.
- Monitor the performance of implemented improvements, track KPIs, and provide periodic reports on the successes and areas for improvement to AIOC and SFO leadership.
- Apply graphical applications models using advanced analytical tools (e.g., Power BI, Tableau, Microsoft SQL, etc.).
- Engage actively with AIOC personnel to integrate new projects into the operating environment.
- Assist in the design of new and/or revised systems and programs, and in the coordination of integration into existing systems and procedures.
- Create and maintain detailed documentation for processes, workflows, and improvements.
- Develop and provide user training including preparing instruction and technical manuals in partnership with AIOC Training Coordinator.
- Perform other functions outlined in the [1824 – Principal Administrative Analyst](#) job classification.

Desirable Qualifications:

- Operations-oriented personality with experience in data collection, analysis, and visualization tools such as Power BI, Tableau, Microsoft SQL, etc.
- Strong understanding of medium to large airport operations and trends in airport digital innovation.
- Knowledge of business process management, business process modeling, and continuous improvement principles (Lean, Six Sigma Green Belt and/or Black Belt).
- Ability to holistically evaluate operational responses and plans to identify and develop innovative processes and technology improvements.
- Ability to work effectively and courteously while leading, reporting to, and working alongside multiple different roles in a fast-paced environment, and respond appropriately in emergency situations.
- Understanding of change management and ability to implement change using effective and collaborative approaches.

Minimum Qualifications:

Education:

Possession of a baccalaureate degree from an accredited college or university.

Experience:

Five (5) years full-time equivalent experience performing professional-level analytical work. Qualifying professional-level analytical work includes analysis, development, administration, and reporting in

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major programs and functions of an organization in the areas of budgets, contracts, grants, policy, or other functional areas related to the duties of positions in the 182X Class series.

Substitution:

Possession of a graduate degree (Master's degree or higher) from an accredited college or university with major coursework in specialized subject matter areas such as public or business administration, management, business law, contract law, public policy, urban studies, economics, statistical analysis, finance, accounting or other fields of study closely related to the essential functions of positions in the Class series may be substituted for one (1) year of required experience.

Additional experience as described above may be substituted for the required degree on a year-for-year basis (up to a maximum of 2 years). Thirty (30) semester units or forty-five (45) quarter units equal one year.

Transportation Security Administration (TSA) Security Clearance:

Candidates for employment with the San Francisco Airport Commission are required to undergo a criminal history record check, including FBI fingerprints, and Security Threat Assessment in order to determine eligibility for security clearance and may be required to undergo drug/alcohol screening. Per Civil Service Commission Rule Section 110.9.1, every applicant for an examination must possess and maintain the qualifications required by law and by the examination announcement for the examination. Failure to obtain and maintain security clearance may be basis for termination from employment with the Airport Commission.

Location: San Francisco International Airport – Airport Integrated Operations Center

Working Hours: Full-time, 40 hours per week. Employees must be able to work during the swing or night shifts as needed, which may include weekends and holidays.