

1052 IS Business Analyst

The Mission of the San Francisco Department of Public Health (SFDPH) is to protect and promote the health of all San Franciscans. SFDPH strives to achieve its mission through the work of two main Divisions – the San Francisco Health Network and Population Health.

The San Francisco Health Network is the City's only complete system of care and has locations throughout the City, including Zuckerberg San Francisco General Hospital and Trauma Center, Laguna Honda Hospital and Rehabilitation Center, and over 15 primary care health centers.

With a broad community focus, the ultimate goal of **the Population Health Division** is to ensure that San Franciscans have optimal health and wellness at every stage of life, and to achieve this, the Division is comprised of various branches dedicated to core public health services for the City and County of San Francisco, such as health protection and promotion, disease and injury prevention, disaster preparedness and response, and environmental health services.

The Department of Public Health's Information Technology Department is the technology services provider within Public Health, delivering technology infrastructure and services to approximately 10,000 users within the organization to help support over 100,000 patients annually.

Our mission-driven and dynamic team is seeking results-driven, positive, and accountable professionals to join the Hosting and Network Team and the Office of the CIO (OCIO). As a member of the IT team, you will assist and contribute to various projects, propose and implement process improvement ideas related to IT operations, utilize Microsoft's suite of Office products to organize tasks and collaborate with co-workers, and analyze and maintain data sets owned by the team.

POSITION RESPONSIBILITIES:

- Assist and contribute to various team projects;
- Coordinate an IT Training Program with the goal of producing entry-level IT staff through classroom training and experiential learning;
- Assist with Telecommunications requests for staff and end users;
- Coordinate technical support activities by assigning and evaluating a variety of support functions, such as, data processing, inventory control, distributing or reproducing reports, and coordinate IT and EHR purchasing requests & invoices;
- Work with vendors and contractors
- Coordinate payroll operations for the IT Department;
- Resolve any issues with vendor, engineering technicians and client as it pertains to DPH's Telecom needs.
- Assess Department user requirements.
- Troubleshoot problems telecom services and solve those problems with minimal disruption to Department users.
- Assist and make recommendations for Department users telecommunications budgets

- Assist with initiating and coordinating completion of requests for new and relocated telephone circuits
- Assist with new, upgraded, or replacement telecom equipment or services
- Provide end-user training
- Liaison with DPH Fleet Committee to ensure DPH IT is in compliance with Departmental and Citywide Vehicle Use Policy;
- Performs other related duties and responsibilities as assigned.

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.

- Experience with coordinating an IT training program
- Experience working with contractors/vendors
- Experience with managing vendor relations with respect to contract scope and deliverables
- Proficiency with basic word processing and presentation applications (e.g., MS Office: Word, Excel, and PowerPoint).
- Experience working with vendors in the procurement of IT equipment/services.