

## **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 a results-driven, positive and accountable professional to join the IT Team as a Business Analyst. As a member of this team you will assist and contribute to various team 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 IT Hosting and Network Teams.

### **POSITION RESPONSIBILITIES:**

- Assist and contribute to team assignments and initiatives.
- Resolve issues with vendors, contractors, engineers, and technicians, as they pertain to the teams' needs.
- Coordinate and track a training plan/log with the goal of engineering staff attending technical training through classroom training and other learning pathways. Contact, interact, and follow-up with training vendors, as needed.
- Help develop, recommend, and track team budgets.
- Assist team with high-speed data circuit requests from business owners and project managers. Interact with service providers to resolve problems quickly, with minimal disruption to users.
- Liaison with multiple City departments and teams on Procurement requests, processing, invoicing, and tracking.

- Physical inventory collection and storage tracking, control, and organization. Develop, maintain, and disseminate associated electronic documentation and reports.
- Perform other related duties and responsibilities as required or 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, scheduling, and tracking IT training
- Experience interacting and collaborating with manufacturers, vendors, and VARs
- Experience with managing expectations of vendor contract scopes and deliverables
- Experience planning, managing and tracking a budget and expenditures against the budget
- Experience with cross-functional team collaboration for procuring, funding, and tracking equipment purchases