

Principal Information Systems Business Analyst (1054) - Mental Health SF

About Mental Health SF

The San Francisco Department of Public Health (SFDPH) has the mission to protect and promote the health of all San Franciscans. Mental Health San Francisco (MHSF) was approved by the Board of Supervisor and the Mayor in 2019 to improve the mental health and welfare of a high--risk underserved population in San Francisco County. SFDPH provides direct services at Zuckerberg San Francisco General Hospital, Laguna Honda Hospital, Population Health clinics, Jail Health, Community Behavioral Health clinics and a network of primary care health centers across the city. Critical to the delivery of care, population health surveillance and healthcare outcomes for vulnerable populations are robust data platforms, comprehensive analysis, and agile reporting.

Job Description:

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Mental Health San Francisco is looking for **three (3)** Principal Information Systems Business Analysts. **One (1)** will work in the central Metrics, Analytics and Data Integration group for DPH. **Two (2)** MHSF Principal Business Analysts will work under the direction of the Ambulatory Care Applications Manager, primarily focused on applications for Behavioral Health. Primary tasks will involve prioritized development to integrate behavioral health, medical and support system data to create metrics and performance indicators for operations and leadership. This position will be involved with other IT teams from the varying source systems to create and sustain an integrated platform, support data visualizations and dashboards and supporting analysis and operational metrics. These positions are critical to the MHSF mandate to develop research driven, evidenced based practices to effectively monitor client access and flow, timely access, wait times, network adequacy, centralized access to services and beds and to maximize communication and the sharing of data to the extent of the law.

Essential Duties:

The Principal Information Systems Business Analyst (1054) for Mental Health SF perform the following essential job functions:

1. Lead to build SSIS packages to integrate data from various sources. The two primary sources will be myAvatar and Epic.
2. Develop reports in Crystal Reports and SSRS, utilizing multiple data sources including myAvatar and Epic.
3. Build and modify existing myAvatar modules and forms to support MHSF initiatives and reporting.
4. Analyze and validate data sets.
5. Diagram data flows and workflows.

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6. Make recommendations towards improving data quality and participate in development to improve reporting standards.
7. Serve on the MHSF committees as the technical data lead.
8. Participate with informational governance council and data analysis workgroups.
9. Work with program embedded data analysts, providing documentation and/or training to promote self-service analytic tools.
10. Work closely with other Information Systems teams to maintain/enhance technical infrastructure, improve cyber security and analysis tools.
11. Participate with other workgroups to enhance functionality, improve analysis capabilities and data quality from clinical applications.
12. The Principal Information Systems Business Analyst (1054) also performs other duties as required.

Minimum Qualifications:

1. **EDUCATION:** An associate 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**
2. **EXPERIENCE:** Five (5) years of experience in the information systems field, including system analysis, business process design, development and implementation of business application solutions or IT project management.

Education Substitution: Additional experience as described above 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.

One year of full-time employment is equivalent to 2,000 hours of work experience (2,000 hours of qualifying work experience is based on a 40-hour work week). Any overtime hours that you work above 40 hours a week are not included in the calculation to determine full-time employment.

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

- Experience in complex healthcare reporting environment.
- Experience with myAvatar EHR, including form development and reporting.
- Experience with Epic.
- Epic Certification, especially related to Cogito or Clarity/Caboodle.
- Familiar with SSIS and SSRS.
- Familiar with Tableau and PowerBI.
- Knowledge of LEAN fundamentals including, but not limited to, A3 thinking, Value Stream.
- Mapping and Kaizen events.