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SAN FRANCISCO

1042 IS Engineer-Journey

Recruitment #PEX-1042-058493

Department: Department of Emergency Management
Analyst: Terrence Daniel
Date Opened: 12/20/2011 2:00:00 PM
Filing Deadline: 2/3/2012 11:59:00 PM
Salary: \$40.84 - \$51.38/hour; \$7,078.00 - \$8,905.00/month; \$84,942.00 - \$106,860.00/year
Job Type: Permanent Exempt
Employment Type: Full-Time

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INTRODUCTION

This announcement is amended to extend the filing deadline to 2/3/12. Applicants who applied previously need not reapply.

As part of the Department of Emergency Management's Administration and Support team, the Technical Project Engineer will be responsible for managing several aspects of the Computer Aided Dispatch System upgrade. The CAD system is mission critical for the City's emergency response capability, and is the lifeline for DEM dispatch operations. Under supervision, the Technical Project Engineer will be responsible for analysis of the system, defining requirements, system design and architecture, as well as implementation of the system. The Technical Project Engineer will work with DEM management staff, representatives from the Division of Emergency Communications, Department of Technology, Police and Fire Departments as well as the CAD vendor to implement the project.

DUTIES/NATURE OF WORK:

- Determine, document and track system requirements for the mission-critical CAD software and network.
- Design, plan, integrate, test, implement, and document the CAD system, the fire station notification system, paging system, and other ancillary network components. This may involve the analysis and evaluation of several different systems, software, hardware and communications systems.
- Perform systems integration and testing for existing and new CAD interfaces and ancillary components. This may involve the integration of various protocols, software, hardware and communications platforms.
- Oversee vendor implementation of CAD system, fire station notification system, and other ancillary systems at various locations throughout the City.
- Analyze, identify and correct complex systems software or hardware deficiencies.
- Facilitate the demonstration and training of staff in the use of new CAD hardware and software platforms.
- Document procedures and troubleshooting techniques related to the CAD System, and interfaces; develop and review documentation prior to general distribution.

- Plan, develop and implement backup and disaster recovery procedures for the CAD system and ancillary system components.
- Plan, implement and provide primary support of disaster recovery and backup of network infrastructure, implementation of network security policies and network performance.
- Act as the liaison between vendors, technical support hot-lines and the emergency departments to resolve complex system problems. Assist in the coordination and implementation of corrective measures; this may involve site visits, telephone assistance, remote systems management, and participation in technical committees.
- Collaborate, lead and participate in efforts requiring involvement across multiple teams and technologies for project and problem resolution.

May need to work non-standard hours, including swing and midnight shift for the duration of the project.

MINIMUM QUALIFICATIONS

- Two years of professional information technology systems experience equivalent to the level of a class 1041 Assistant IS Engineer.
- A bachelor's degree, preferably in computer science, management information systems, data processing, electrical engineering or a closely related field.
- Possession of a valid California Driver's License.

DESIRED QUALIFICIATONS:

- Experience designing, planning and/or implementing Computer Aided Dispatch software, preferably in a 24x7 public safety environment
- Technical project management experience or experience leading a team of engineers in a project environment
- Experience with GIS Systems, Automatic Vehicle Location systems, mobile dispatching technology and fire station notification systems
- Experience with client/server based architecture and IP network design and general understanding of software deployment in a Microsoft workstation and server environment
- Experience with server engineering and administration
- Experience with Microsoft SQL Database Server 2008, for reporting, data extraction and manipulation
- Experience with virtualization, including virtual host environment and VMWare, deployment and networking
- Use of storage network appliances and Disaster Recovery principles

SELECTION PLAN

Screening of Applications:

Applications will be screened for relevant qualifying experience and education. Only those candidates deemed best qualified will continue in the selection process. Applicants meeting the minimum qualifications are not guaranteed advancement in the selection process.

Weight: Qualifying

Oral/Performance Examination:

Applicants deemed best qualified will be invited to participate in the remaining selection procedures. Applicants will be tested to determine their relative knowledge, skill and ability levels in job related areas. These may include, but are not limited to: oral and written communication skills, technical skills, project management skills, and the ability to exercise tact and diplomacy with stakeholders and other agencies.

Weight: 100%

HOW TO APPLY

Applications for City and County of San Francisco jobs are being accepted through an online process. Visit www.jobaps.com/sf to begin the application process by registering an account.

- Select the desired job announcement
- Select "Apply" and read and acknowledge the information

- Select either "I am a New User" if you have not previously registered, or "I have Registered Previously"
- Follow instructions on the screen

Computer kiosks are available for the public (from 8:00 a.m. to 5:00 p.m. Monday through Friday) to file online applications in the lobby of the Dept. of Human Resources at 1 South Van Ness Avenue, 4th Floor, San Francisco.

Make sure your application and any attachments to the application submitted at the time of filing are complete and accurate and include details on all experience, education, training and other information that qualifies you for this recruitment. Failure to submit a complete and accurate application at the time of filing may result in your ineligibility for this recruitment or inability to receive full credit for scoring purposes. Any new information concerning work experience, education, training and other information that is submitted after the filing deadline may not be used for scoring or considered to determine whether you meet the minimum qualifications.

If you have any questions regarding this recruitment or application process, please contact the Department of Emergency Management's Human Resources Manager, Terrence Daniel, at (415) 558-3829.

DISASTER SERVICE WORKERS

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

CONCLUSION

May require sufficient strength and coordination for lifting up to 50 pounds, pushing, pulling and/or carrying the weight of computer systems equipment. May require bending, stooping and/or crawling in order to install or repair computer systems hardware. May require hand/eye coordination and manual dexterity taking apart casings, installing parts and reconnecting computer systems hardware. May involve extensive VDT exposure.

Reasonable Accommodation Request

Information on requesting reasonable accommodation for persons with disabilities can be found at: <http://www.sfdhr.org/index.aspx?page=20#applicants> with disabilities.

Terms of the Announcement

Applicants must be guided solely by the provisions of this announcement, including requirements, time periods and other particulars, except when superseded by federal, state or local laws, rules or ordinances. Clerical errors may be corrected by posting the correction on the Department of Human Resources website at www.jobaps.com/sf.

Right to Work

All persons entering the City and County of San Francisco workforce are required to provide verification of authorization to work in the United States.

Issued: December 20, 2011
 Reissued: January 20, 2012
 Announcement No. PEX-1042-058493

Terrence Daniel
 Human Resources Manager
 Dept. of Emergency Management
 Telephone (415) 558-3829

Micki Callahan
 Human Resources Director
 Dept. of Human Resources

BENEFITS

All employees hired on or after January 10, 2009 will be required (pursuant to San Francisco Charter Section A8.432) to contribute 2% of pre-tax compensation to fund retiree healthcare. In addition, most employees are required to make a member contribution towards retirement, typically a 7.5% of compensation. For more information on these provisions, please contact the personnel office of the hiring agency.

Click on a link below to apply for this position:

[Fill out the Application NOW using the Internet.](#)



We encourage you to submit your application on-line as this is the preferred application method. If you experience difficulties, please contact the exam analyst at the phone number listed on the above announcement.

Contact us via conventional means.

You may contact us by phone at (415) 557-4800, or apply for a job in person at the Department of Human Resources.

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