

THE POSITION

The Technology & Innovation (TI) Department has an immediate opening for a permanent, full-time classified Business Systems Specialist V/VI position within the Business Information Systems Bureau in the Content and Collaboration area.

EXAMPLE OF DUTIES

- Conducts technology business process analysis and assists with estimating development efforts and timelines;
- Leads large-scale technical systems development and integration programs.
- Provides technical troubleshooting, configuration and deployment for applications and their underlying infrastructure;
- Reviews functional and design specifications to ensure full understanding of individual deliverables;
- Ensures that validated deliverables meet functional and design specifications and requirement;
- Locates and defines new process improvement opportunities;
- Leads the review of incoming customer requests and bug reports and dispatches/schedules lower-level according to criticality and priority;
- Acts as liaison with TI Department and software vendors;
- Experience with contemporary REST/web services development; and,
- Develop and maintain technical documentation

DESIRED QUALIFICATIONS

In addition to the minimum qualifications listed in the Business Systems Specialist job opportunity bulletin, the City of Long Beach is seeking a candidate that has the following qualifications:

- Strong analytical skills with the ability to collect, organize, analyze and disseminate large amounts of information;
- Excellent eye for design and intimate understanding of design elements
- Ability to work collaboratively with others as well as independently with minimal supervision
- Ability and passion for learning new technologies
- Experience with data base management, application administration and other support activities such as creating reports.

EDUCATION AND EXPERIENCE

Bachelor's Degree with emphasis in Marketing, Design, Coding or other related field and three or more years of experience. Six years of related experience may be substituted for the education and experience requirement.

DESIRABLE SKILLS AND KNOWLEDGE

- Ability to multi-task and manage competing priorities;
- Excellent organizational and time management skills;
- Excellent written and verbal communication skills; and
- Strong attention to detail.
- Provide timely, accurate and effective customer service
- Strong knowledge of .NET, JSON, Web Services.
- Ability to work evenings and weekends as needed

Department Contact Information

For more information regarding this exciting career opportunity, apply online at longbeach.gov/civilservice and click onto "Current Job Opportunities".

Any questions?

Please contact An Lan Pham-Jenkins or Nicole Gross, Technology and Innovation Department.

Email address: TIRecruitments@longbeach.gov

TI 19-014

This information is available in an alternate format by request to the Civil Service Department (562) 570-6202.

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BUSINESS SYSTEMS SPECIALIST V (SALESFORCE ADMINISTRATOR)

\$39,482 - \$53,785 PER HOUR

THE POSITION

The Technology & Innovation (TI) Department has an immediate opening for a permanent, full-time classified Business Systems Specialist V in the Business Information Services Bureau. This is a highly skilled position and will be responsible for helping the City maximize its investment in the Salesforce platform. The successful candidate will be well-versed in the use of Salesforce as an IT platform to drive technology modernization.

EXAMPLE OF DUTIES

- Innovates and take the lead with Salesforce, identifying opportunities to maximize the City's investment in the Salesforce platform;
- Keeps up-to-date with Salesforce releases, features, third-party ecosystem, and best practices and communicate to organization how changes will apply to all affected departments/users;
- Oversees hands-on configuration and deployment of new and existing Salesforce features, including user management, page layouts, workflows, and third-party applications;
- Researches, recommends, implements, and maintains third party applications and/or platform tools to address user-community needs;
- Creates documentation and training materials;
- Conducts one-on-one and/or group training sessions;
- Builds custom reports and dashboards for varied stakeholder groups;
- Integrates third party applications, such as DocuSign, when appropriate; and
- Performs other duties as assigned.

DESIRABLE EDUCATION AND EXPERIENCE

Bachelor's Degree with emphasis in Marketing, Design, Coding or other related field and three or more years of experience.

DESIRABLE SKILLS AND KNOWLEDGE

- Ability to multi-task in a fast-paced environment;
- Ability to collaborate and communicate effectively;
- Ability to work independently and be self-motivated;
- Ability to establish and maintain cooperative, courteous working relationships with others;
- Ability to respectfully challenges stakeholder assumptions to arrive at sound outcomes;
- Strong technical troubleshooting and problem-solving skills;
- Understanding of Salesforce.com best practices and functionality;
- Excellent interpersonal skills;
- Knowledge of Salesforce Administration;
- Knowledge of Salesforce tooling (Data Loader, Workbench, etc.);
- Knowledge of ETL tools and practices; and
- Knowledge of scripting languages in a Salesforce setting (Apex, Visualforce, JavaScript, CSS, etc.).

Department Contact Information

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TI 19-023

THE POSITION

The Technology & Innovation (TI) Department has an immediate opening for a permanent, full-time classified Business Systems Specialist VI in the Business Information Technology Division. This position will serve as the lead for the newly formed Data Management Team. This position will supervise over other DBA's and provide architecture planning, installation, monitoring, configuration, administration, testing, evaluating, and troubleshooting for all database and City application technologies. This person will also collaborate with Application and Infrastructure teams for adherence to best practices and process standardization.

EXAMPLE OF DUTIES

- Patches, upgrades, and monitors SQL Server 2008- 2016, and migration from 2005;
- Performs SQL Server Database Administration, System Health Monitoring, Performance Tuning;
- Performs System Health check monitoring (ORACLE and SQL Server performance monitoring and fine tuning);
- Implements and operates SQL and ORACLE Server Services running on physical stand alone and clustered servers, and Virtual Machine environments;
- Ensures review of change requests while moving to UAT and Production Environment;
- Provides status updates to clients on operational activities on a regular basis;
- Collaborates with internal teams and interacts with customers to find solutions for projects and operational issues;
- Engages cross departmental teams whenever required;
- Identifies, develops, and documents detailed SAP Business Objects ETL data requirements and detailed specifications;
- Ensures all documentation is in place for operational support;
- Ensures system availability and data integrity
- Monitors and/or troubleshoots backup and recoveries, performance, disk space, and network connectivity;
- Designs and modifies database objects (tables, schemas, indexes, and triggers); create/alter stored procedures and views;
- Performs other duties as assigned.

DESIRABLE EDUCATION

Graduation from an accredited college or university with a bachelor's degree in Information Systems or Computer Science. Six years of related experience may be substituted for the education and experience requirement.

DESIRABLE QUALIFICATIONS

In addition to meeting the minimum requirements, the ideal candidate will have the following qualifications:

- Ability to multi-task in a fast-paced environment;
- Ability to collaborate and communicate effectively;
- Ability to communicate effectively verbally and in writing;
- Strong technical troubleshooting and problem-solving skills;
- 5+ years' experience in SQL Server 2005/2016 database administration is preferred;
- 3+ years designing, building, tuning, installing, configuring and troubleshooting Oracle;
- Experience developing database objects such as stored procedures, triggers, constraints, and indexes is preferred;
- Experience with SAP Business Objects; and
- Proficiency in both SQL and ORACLE management.

Department Contact Information

For more information regarding this exciting career opportunity, apply online at longbeach.gov/civilservice and click onto "Current Job Opportunities".

Any questions?

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TI 19-025

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THE POSITION

The Technology & Innovation (TI) Department has an immediate opening for a permanent, full-time classified Business Systems Specialist IV position within the Business Information Systems Bureau in the Content and Collaboration area.

EXAMPLE OF DUTIES

- Assists in designing and programming software applications for desktop, web and mobile platforms;
- Assists large-scale technical systems development and integration programs;
- Provides technical troubleshooting, configuration, and deployment for applications and their underlying infrastructure;
- Reviews functional and design specifications to ensure full understanding of individual deliverables;
- Ensures that validated deliverables meet functional and design specifications and requirements;
- Locates and defines new process improvement opportunities;
- Supports existing in-house and vendor applications, including troubleshooting and resolving production problems;
- Supports maintenance of third-party applications.
- Develops and maintains technical documentation;
- Performs other duties as assigned.

DESIRABLE SKILLS AND KNOWLEDGE

- Ability to multi-task and manage competing priorities;
- Ability to provide timely, accurate, and effective customer service;
- Excellent organizational and time management skills;
- Excellent written and verbal communication skills;
- Strong knowledge of .NET, JSON, Web Services;
- Must be flexible to work off hours as required to install product upgrades, support production problems and other departmental emergencies;
- Knowledge and experience with contemporary REST/web services development; and
- Strong attention to detail.
- Performs other related duties as assigned.

DESIRABLE EDUCATION AND EXPERIENCE

Bachelor's Degree with emphasis in Marketing, Design, Coding or other related field and three or more years of experience.

DESIRABLE QUALIFICATIONS

In addition to the minimum qualifications listed in the Business Systems Specialist job opportunity bulletin, the City of Long Beach is seeking a candidate that has the following qualifications:

- Strong analytical skills with the ability to collect, organize, analyze and disseminate large amounts of information.
- Excellent eye for design and intimate understanding of design elements
- Ability to work collaboratively with others as well as independently with minimal supervision
- Ability and passion for learning new technologies
- Experience with data base management, application administration and other support activities such as creating reports.
- Creating, recommending, or modifying policies and procedures

Department Contact Information

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Any questions?

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TI 19-031

THE POSITION

The Technology & Innovation (TI) Department has an immediate opening for a permanent, full-time classified Business Systems Specialist V in the Business Information Technology Division. This candidate will be responsible for the performance, integrity, and security of the city's databases. The DBA provides technical expertise in the design, implementation, and maintenance of database management systems that support the City's business applications. Additional responsibilities include reporting, data input and output, technology management, and support.

EXAMPLE OF DUTIES

- Patches, upgrades, and monitors SQL Server 2008- 2016, and migration from 2005;
- Performs SQL Server Database Administration, System Health Monitoring, Performance Tuning;
- Completes System Health check monitoring (ORACLE and SQL Server performance monitoring and fine tuning);
- Implements and operates SQL and ORACLE Server Services running on physical stand alone and clustered servers, and Virtual Machine environments;
- Builds database schemas, tables, procedures and permissions;
- Provides status updates to clients on operational activities on a regular basis;
- Collaborates with internal teams and interacts with customers to find solutions for projects and operational issues;
- Engages cross departmental teams whenever required;
- Identifies, develops, and documents detailed SAP Business Objects ETL data requirements and detailed specifications;
- Analyzes and sustains capacity and performance requirements;
- Monitors systems and platforms for availability;
- Performs maintenance operations daily, weekly, and monthly on Oracle and SQL servers and databases, and information systems for the purpose of ensuring efficient program operations;
- Performs database backups and restorations and recovers corrupted databases;
- Evaluates and recommends new database technologies;
- Implements and maintains database security and encryption;
- Performs other duties as assigned.

DESIRABLE EDUCATION

Graduation from an accredited college or university with a Bachelor's degree in Information Systems or Computer Science. Six years of related experience may be substituted for the education and experience requirement.

DESIRABLE QUALIFICATIONS

In addition to meeting the minimum requirements, the ideal candidate will have the following qualifications:

- Ability to multi-task in a fast-paced environment;
- Ability to collaborate and communicate effectively;
- Ability to develop database objects such as stored procedures, triggers, constraints, and indexes is preferred;
- Ability to communicate effectively verbally and in writing;
- Strong technical troubleshooting and problem-solving skills;
- 3+ years of experience in SQL Server 2005/2016 database administration is preferred;
- 3+ years of designing, building, tuning, installing, configuring, and troubleshooting Oracle 12c; and
- Proficiency in both SQL and ORACLE management.

Department Contact Information

For more information regarding this exciting career opportunity, apply online at longbeach.gov/civilservice and click onto "Current Job Opportunities".

Any questions?

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Email address: TIRecruitments@longbeach.gov

TI 19-035

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THE POSITION

The City of Long Beach is seeking a Financial Lead for the Financial and Human Resources System Division within the Enterprise Information Services Bureau in the Technology and Innovation (TI) Department. The Financial Lead reports to the Financial and Human Resources Systems Officer. This position manages the Financial team in their support of Tyler Munis ERP (Financials and HR/Payroll). This position works closely with the Financial Management department and requires a very strong understanding of public sector financial management business processes and practices. The common theme for all enterprise efforts is "service and solutions delivery" and a high level of service is essential. If you are passionate about providing top-notch customer support in a dynamic, and collaborative environment, apply today at www.longbeach.gov/civilservice.

EXAMPLE OF DUTIES

- Plans, organizes, and directs the activities of the Financial Team, including providing direction and assigning priorities, coordinating, and prioritizing workload with management and users, and meeting regularly with team members and other TI staff;
- Oversees all Financial System administration, including:
 - System and Menu Access Configuration
 - Role Based Access Control definition and maintenance
 - Workflow definition and maintenance
- Directs the effort to triage and document business and software issues and coordinates the resolution of issues with customers, software vendors, and other TI staff;
- Works collaboratively with a large user base including multiple user groups and stakeholders to assess, prioritize, and implement business process re-engineering opportunities, maximizing system enhancements and modifications;
- Coordinates implementation of software modifications, including critical fixes, service packs, customizations, and upgrades;
- Designs, organizes, and manages the City's comprehensive Financial System software testing program;
- Coordinates development and expansion of enterprise query/reporting tools to improve operational decision making;
- Oversees the development and maintenance of the end-user educational / training materials and support resources; and,
- Performs other relevant duties as assigned.

DESIRABLE EDUCATION AND EXPERIENCE

- Four-year college degree with major coursework in computer science or related field and two years related experience OR six years of related experience;
- 5+ years of experience implementing and/or supporting government Financial systems; experience with Tyler Munis is highly desirable;
- Experience in medium- or large-sized organizations, preferably in local government; and
- Experience supervising or managing teams.

DESIRABLE QUALIFICATIONS

- Highly motivated self-starter who thrives in a fast-paced work environment with the ability to multi-task;
- Demonstrable knowledge of governmental Financial business processes in areas such as general accounting, purchasing, accounts receivable, accounts payable, budget development, and project and grant administration;
- Team oriented, collaborative, and able to establish positive relationships with clients, peers, and staff at all levels;
- Excellent written and verbal communication, analytical, and problem-solving skills;
- Creative thinker with a solutions-oriented focus;
- Proven customer service orientation;
- Able to make decisions that drive progress.

Department Contact Information

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Any questions?

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Email address: TIREcruitments@longbeach.gov

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TI 19-058

THE POSITION

The Technology & Innovation (TI) Department has an immediate opening for a permanent, full-time classified Business Systems Specialist VI position in the Business Information Systems Bureau. The Customer Information Systems (CIS) Project Manager is an essential position for the City of Long Beach responsible for the administration, design, development, and implementation of the City's utility billing and workforce management software.

EXAMPLE OF DUTIES

- Oversees the development and maintenance of the City's utility billing software, Oracle's Customer Care and Billing (CC&B), and workforce management software, Oracle's Mobile Workforce Management (MWM);
- Leads and participates in enterprise wide software implementation projects, including oversight of the development of functional specifications, data conversion, user acceptance testing, go-live preparation, and issues identification/resolution;
- Collaborates with vendors, Business Analysts, IT staff, and departmental clients to develop business/functional requirements;
- Maintains interfaces to other business systems such as enterprise batch schedulers and payment processing;
- Participates in report development, e.g. Crystal and Simpler Reports;
- Researches, analyzes, and evaluates hardware and software products;
- Conducts problem analysis and identifies solutions;
- Prepares project plans and specifications;
- Provides training and training documentation to system end users;
- Supervises a team of four direct reports; and
- Performs other duties as assigned.

DESIRABLE EDUCATION AND EXPERIENCE

In addition to meeting the minimum requirements, the ideal candidate will have the following:

Graduation from an accredited college or university with a Bachelor's degree in Information Systems or Computer Science

DESIRABLE QUALIFICATIONS

- Knowledge of Oracle's Customer Care and Billing (CC&B) software;
- Knowledge of Mobile Workforce Management (MWM) software;
- Knowledge of Extract Transform and Load (ETL) software;
- Knowledge of SAP's Crystal Reports;
- Knowledge of Relational database management systems (Oracle, SQL/Server);
- Familiarity with the following technologies: Architecting multi-tier applications using the .NET framework (including C#, VB.NET, and ASP.NET), Web services (WCF, SOAP, REST), HTML5, and CSS;
- Ability to multi-task in a fast-paced environment;
- Strong project management skills;
- Ability to collaborate and communicate effectively, both orally and in writing with data experts, developers, and/or customers to deliver GIS services and/or data; and
- Strong technical troubleshooting and problem solving skills.

Department Contact Information

For more information regarding this exciting career opportunity, apply online at longbeach.gov/civilservice and click onto "Current Job Opportunities".

Any questions?

Please contact An Lan Pham-Jenkins or Nicole Gross, Technology and Innovation Department.

Email address: TIRecruitments@longbeach.gov

TI 19-039

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THE POSITION

The Technology & Innovation (TI) Department has an immediate opening for a permanent, full-time classified Business Systems Specialist IV-V position. This exciting position serves as Administrator to a variety of applications with creative responsibilities such as branding and website development.

EXAMPLE OF DUTIES

- Acts as the Website Administrator for the City's main website longbeach.gov (internet) and LBNET (intranet) sites;
- Acts as the Episerver CMS (Content Management System) lead, overseeing 100+ Website Content Authors from various departments throughout the city;
- Conducts bi-monthly hands-on Episerver CMS training sessions for website Content Authors;
- Records and tracks analytics for various websites and applications; Acts in an Administrator capacity;
- Acts as Administrator for Long Beach SurveyMonkey account;
- Acts as Administrator for Constant Contact Partners account (backend of our LinkLB email notification system);
- Purchases and manages over 100 Website Domain names for the City;
- Purchases and creates SSL Certificates for dozens of sites and applications throughout the City;
- Acts as Graphic Designer (web & print) for website development, logos, applications, mobile apps, etc.;
- Creates and maintains our City of Long Beach branding throughout our websites and web applications; and
- Performs other duties as assigned.

DESIRABLE EDUCATION AND EXPERIENCE

BS in Computer Science or a related degree and/or 6 years of relative work experience.

DESIRABLE QUALIFICATIONS

- Strong project management skills;
- Strong technical troubleshooting and problem-solving skills;
- Ability to collaborate and communicate effectively, both orally and in writing with customers to deliver services and/or data;
- Ability to multi-task and manage competing priorities;
- Ability to work independently with minimal supervision;
- Excellent organizational and time management skills; and
- Strong attention to detail.

Department Contact Information

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TI 19-063

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BUSINESS SYSTEMS SPECIALIST V

\$39.482 - \$53.785 PER HOUR

THE POSITION

The City of Long Beach Technology and Innovation Department has an immediate opening for a permanent, full-time Business Systems Specialist V. The position will be embedded within the Health Department and will provide technology support. The selected candidate will work directly with healthcare professionals to promote a safe and healthy community through technology, in addition to working with technology and business teams to design, implement, and integrate healthcare-related systems.

EXAMPLE OF DUTIES

- Serves as the system administrator for NextGen, the Department’s Electronic Health Record (EHR) product;
- Owns the application portfolio at the Health Department ensuring that the department can fulfill its mission to the community through effective use of technology;
- Serves as the Health Department’s advocate and liaison to the Technology and Innovation Department;
- Seeks out opportunities for technology to modernize and/or improve processes and procedures at the Health Department;
- Works closely with Health Department staff to keep applications up-to-date and relevant;
- Leads the implementation of enterprise technology solutions for the Health Department; and
- Performs other related duties as assigned.

DESIRED QUALIFICATIONS

In addition to the minimum qualifications, the City of Long Beach is seeking a candidate that has the following qualifications:

- Prior experience in large IT organizations;
- Passion for process improvement;
- Ability to translate business needs into technical solutions;
- Ability to work autonomously and employ sound decision making;
- Ability to create and maintain harmonious working relationships with technology and business teams; and
- Ability to conduct data analysis and reporting for broad audiences.

DESIRABLE EDUCATION AND EXPERIENCE

Bachelor’s Degree with emphasis in Marketing, Design, Coding or other related field and three or more years of experience.

DESIRABLE KNOWLEDGE SKILLS AND

- Knowledge of common healthcare related applications.
- Knowledge of Laserfiche and other Electronic Documentation Management Systems a plus.
- Knowledge of common data analytics and reporting tools (Excel, Tableau, etc.)
- Outstanding customer service skills.
- Driven to stay current with technology and regulatory trends.

Department Contact Information

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TI 19-065



BUSINESS SYSTEMS SPECIALIST III

\$32,271 - \$43,912 PER HOUR

THE POSITION

The Technology & Innovation (TI) Department has an immediate opening for a permanent, full-time classified Business Systems Specialist III position in the Customer Information System (CIS) group of the Business Information Systems Bureau. This position will play a key role in supporting advanced metering infrastructure (AMI) for the City's utility billing system.

EXAMPLE OF DUTIES

- Provides daily maintenance and support of the Meter Sense MDM (Meter Data Management) and Sensus RNI (Regional Network Interface) systems;
- Supports integration between the Oracle Customer Care and Billing (CIS) and AMI systems;
- Participates in all phases of testing, including functional, integration, regression, data integrity, stress testing, and user acceptance;
- Develops custom reports against the Oracle Customer Care and Billing and Harris Meter Sense systems;
- Utilizes SQL queries for user data requests and system troubleshooting;
- Works in coordination with network engineers to enhance and support the Smart Meter Grid and AMI transmission towers;
- Collaborates with vendors, Business Analysts, IT staff, and departmental clients to develop business/functional requirements;
- Maintains interfaces to other business systems such as enterprise batch schedulers, GIS, and payment processing;
- Installs and configures enterprise software products;
- Researches, analyzes, and evaluates hardware and software products;
- Conducts problem analysis and identifies solutions;
- Provides training and documentation to system end users; and
- Performs other duties as assigned.

DESIRABLE EDUCATION AND EXPERIENCE

Graduation from an accredited college or university with a Bachelor's degree in Information Systems or Computer Science.

DESIRABLE SKILLS AND QUALIFICATIONS

- Oracle Customer Care and Billing (CIS) software;
- AMI systems;
- Crystal Reports software;
- Extract Transform and Load (ETL) software;
- Crystal Reports development;
- Relational database management systems (Oracle, SQL/Server);
- Familiarity with developing multi-tier applications using the .NET framework (including C#, VB.NET, and ASP.NET), Web services (WCF, SOAP, REST), HTML5, and CSS;
- Ability to present complex technical concepts to a variety of audiences;
- Ability to multi-task in a fast-paced environment;
- Ability to collaborate and communicate effectively, both orally and in writing with data experts, developers, and/or customers; and
- Strong technical troubleshooting and problem solving skills.

Department Contact Information

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TI 19-067