

**City of New York**  
**DEPT OF CITYWIDE ADMIN SVCS**  
**Job Vacancy Notice**

<b>Civil Service Title:</b> NYCAPS Process Analyst	<b>Level:</b> 01
<b>Title Code No:</b> 06752	<b>Salary:</b> \$63,787.00 - \$91,720.00
<b>Office Title:</b> Benefits Supervisor	<b>Work location:</b> Manhattan
<b>Division/Work Unit:</b> DCPS/NYCAPS Central	<b>Number of Positions:</b> 2

**Hours/Shift:** Day

**Job Description**

The Department of Citywide Administrative Services (DCAS) seeks to hire 2 NYCAPS Process Analysts Level 1 to serve as Benefits Supervisors in the Division of Citywide Personnel Services' (DCPS), NYCAPS Central Office. The New York City Automated Personnel System (NYCAPS), is a centralized, state-of-the-art, web-based PeopleSoft Human Resources Management System (HRMS) for City agencies which contains Human Resources and Benefits data for employees.

The Benefits Supervisors will report to the NYCAPS Central Benefits Manager and be responsible for processing escalated Benefits transactions associated with the implementation of PeopleSoft across all City agencies. The Benefits Supervisors will handle complex PeopleSoft HR and Benefits issues and corrections as required, resolve functional and technical issues escalated from the NYCAPS Central Help Desk, monitor data-interface reports, handle automatic reconciliation errors and investigate various issues identified by the NYCAPS project team. Duties of the Benefits Supervisors also include data conversion clean-up, correction of effective dates, and acting as a liaison to the Office of Payroll Administration to coordinate updates to the payroll system. The incumbents will ensure that NYCAPS Central meets or exceeds all performance service levels.

**Qualification Requirements**

1. A baccalaureate degree and two years of experience in project management, business administration, public administration, personnel administration, organizational management, or information technology project management related to IT service delivery, systems development, process reengineering or systems planning and integration. A master's degree may substitute for one year of this experience; or
2. A satisfactory combination of education and experience totaling six years. Experience using PeopleSoft HRIS to perform complex transactions including corrections, data reconciliation, data and transactions analysis or report creation may be substituted for the baccalaureate degree on the basis of one year of work experience for 30 semester credits. All candidates without a baccalaureate degree must have at least two years of the experience described in 1 above.

**New York City residency required within 90 days of appointment.**

**Essential Skills**

The qualified candidates will possess strong analytic, problem solving, organizational, and communications skills (written and verbal), and have in-depth experience to supervise a team of transactions processing specialists in a customer service-driven environment. A demonstrated knowledge of customer service metrics with experience in development of staff, policies and procedures is necessary. Managing in a fast-paced/dynamic atmosphere and working well with a team is essential as well as handling multiple concurrent activities. Previous experience working in a human resources transactions environment utilizing or implementing PeopleSoft or an HRMS application is strongly preferred.

**To Apply:**

TO APPLY, PLEASE EMAIL YOUR COVER LETTER & RESUME TO: [hrjobs@dcas.nyc.gov](mailto:hrjobs@dcas.nyc.gov)

**The JVN# MUST be the only text in the subject line of email; e.g. JVN#10/006214.** Please also indicate the JVN# in the upper right hand corner of your cover letter and resume. **Your cover letter and resume MUST be attached as one MS Word document, specifically with the .doc extension.**

Please send your cover letter and resume only once; you will receive confirmation of receipt.

If you do not have access to email, mail your Cover Letter & Resume to:

Recruitment Coordinator  
DCAS/Human Resources Office  
1 Centre Street, 17th Floor North  
New York, N.Y. 10007

(Indicate JVN# in upper right hand corner of cover letter & resume)

PLEASE SUBMIT YOUR COVER LETTER & RESUME ONLY ONCE USING ONE OF THE ABOVE METHODS. NO PHONE CALLS, FAXES OR PERSONAL INQUIRIES PERMITTED. NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.

<b>Post Date:</b> 09/04/2009	<b>Post Until:</b> 11/04/2009	<b>JVN:</b> 868-2010-006214
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**The City of New York is an Equal Opportunity Employer.**