

**City of New York  
Department of Information Technology and Telecommunications  
Job Vacancy Notice**

|  |   |
|--|---|
| <b>Civil Service Title:</b> Computer Systems Manager   | <b>Level:</b> M1                          |
| <b>Title Code No:</b> 10050  | <b>Salary:</b> \$45,758/\$49,346-\$80,000 |
| <b>Office Title:</b> Manager, Service Desk   | <b>Work location:</b> 11 Metrotech        |
| <b>Division/Work Unit:</b> IT Operations & Service Delivery  | <b>Number of Positions:</b> 1             |
| <b>Hours/Shift: Days/Nights</b> (Required to be on call 24x7x365 and must be available to work various shifts as needed) |   |

**Job Description**

Responsibilities will include: Manage and oversee the day-to-day operation of a 24x7x365 service desk; share overall supervisory responsibility of the service desk operations, This includes problem intake, troubleshooting and escalation through full problem lifecycle; making sure service desk analysts provide good phone etiquette and that calls are responded to in a timely manner; ensure that appropriate escalation procedures are followed; making staffing decisions based on historical call volume; have good customer relationship management; develop and track general service desk procedures; streamlining and improve customer service/technical support tools including online help, management FAQs, creation of training and instruction/tools; continue expansion of prioritization and escalation processes; analyzing performance metrics to ensure that performance and customer service standards are being met or exceeded; serves as the liaison with second and third level managers and other tier 2 support functions regarding status and resolution of open issues; monitor agent performance and impose disciplinary action if necessary.

**Qualification Requirements**

1. A Master's Degree in computer science from an accredited college and three years of progressively more responsible, full-time, satisfactory experience using mainframe, mini- or micro-computer technology in computer applications programming, systems programming, computer systems development, data telecommunications, data base administration, or planning of data processing, at least 18 months of this experience must have been in an administrative, managerial or executive capacity in the areas of computer applications programming, systems programming, computer systems development, data telecommunications, data base administration, or planning of data processing or in the supervision of staff performing these duties, -OR-
2. A Bachelor's Degree from an accredited college and four years of experience as described above; -OR-
3. A four-year high school diploma or its educational equivalent and six years of experience as described above, -OR-
4. Education and experience equivalent to the above. However, all candidates must have at least a high school diploma or its equivalent and must possess at least three years experience as described above, including the 18 months of administrative, managerial, executive or supervisory experience as described above.

NOTE: The following types of experience are NOT acceptable; superficial use of preprogrammed software without complex programming, design, implementation or management of the product; use of word processing packages; use of a hand held calculator; primarily the entering or updating of data in a system; the operation of data processing hardware or consoles.

**Essential Skills**

The preferred candidate should possess the following: Knowledge of service desk functions and operation; strong managerial, written and oral communications skills; excellent customer service skills; strong organizational and conceptual skills; ability to lead and work independently; Knowledge of Remedy ITSM or other best practices tools is preferred.

**To Apply:**

TO APPLY, PLEASE SUBMIT RESUME INDICATING JVN# TO:  
Department of Information Technology and Telecommunications (DoITT)  
Recruitment Office - 75 Park Place - 5th Floor - New York, NY 10007

-or-

e-mail to [ITrecruit@doitt.nyc.gov](mailto:ITrecruit@doitt.nyc.gov) (indicate 'JVN 1474 - Manager, Service Desk' in subject line)

SUBMISSION OF A RESUME IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW

APPOINTMENTS ARE SUBJECT TO OVERSIGHT APPROVAL

|                           |                           |                             |
|---------------------------|---------------------------|-----------------------------|
| <b>Post Date:</b> 6/20/08 | <b>Post Until:</b> 7/3/08 | <b>JVN:</b> 858-2008-001474 |
|---------------------------|---------------------------|-----------------------------|