

**JOB VACANCY NOTICE**

<b>CIVIL SERVICE TITLE:</b> Computer Systems Manager, M4	<b>TITLE CODE NO:</b> 10050-M4
<b>OFFICE TITLE:</b> Senior Director/Chief Technology Officer	<b>SALARY:</b> \$73,588 to \$130,000
<b>DIVISION/WORK UNIT:</b> Information technology	<b>WORK LOCATION:</b> 2 Lafayette New York, New York 10007
<b>HOURS:</b> 35 Hours Per Week ( <b>Minimum</b> )	<b>NUMBER OF POSITIONS:</b> 1

**JOB DESCRIPTION:**

The Chief Technology Officer’s role is to assure the successful execution of the DYCD’s mission under the leadership of the CIO through development and deployment of the agency’s desktop and hardware infrastructure, network, and telecommunications. This requires envisioning the agency’s services and planning for risk and future growth.

Responsibilities:

Strategy & Planning

- Identify opportunities and risks for delivering the agency’s services, including identification of alternative and backup services, opportunities for innovation, and assessment of obstacles and technical hurdles to the success with relation to the agency infrastructure, networking and telecommunications.
- Participate as a member of the senior management team in establishing governance processes of direction and control to ensure that objectives are achieved, risks are managed appropriately and the agency’s resources are used responsibly in the areas of infrastructure, networking and telecommunications
- Collaborate with the appropriate departments to assess and recommend technologies that support agency organizational technology infrastructure needs.
- Establish a governance process that meets government, partner, and agency expectations for information and storage management.
- Direct development and execution of an enterprise-wide disaster recovery and business continuity plan.
- Communicate the agency’s technology strategy to management, staff, partners, customers, and stakeholders.
- Ability to work independently and manage multiple complex projects, with strong problem solving skills.
- Share knowledge, mentor, and educate the organization’s management, staff, partners, customers, and stakeholders with regard to the agency’s technological vision, opportunities, and challenges.

Operational Management

- Maintain up-to-date knowledge of technology standards, industry trends, emerging technologies, and software development best practices by attending relevant conferences and reading widely.
- Define and communicate standards for acquiring or developing systems, equipment, or software within the agency.
- Ensure that technology standards and best practices are maintained across the organization.
- Ensure agency technical problems relative to directory services, desktop, network and VOIP infrastructure are resolved in a timely and cost-effective manner.
- Supervise recruitment, training, retention, and organization of all network and desktop staff in accordance with the agency hiring process, personnel policies, and budget requirements.
- Establish standards of performance and monitor conformance for staff (through performance review) and vendors (through service level agreements).
- Ensure the agency’s internal technological processes and customer-facing services comply with community expectations and applicable laws and regulations for privacy, security, and social responsibility.

**PREFERRED SKILLS:**

Formal Education & Certification: University degree in the field of computer science, business administration, or another rigorous discipline. An advanced degree in one these fields is a plus.

- Independent, proven leadership ability.
- Ability to set and manage priorities judiciously.
- Excellent written and oral communication skills.
- Excellent interpersonal skills.
- Ability to articulate ideas to both technical and non-technical audiences.
- Exceptionally self-motivated and directed.
- Keen attention to detail.
- Superior analytical, evaluative, and problem-solving abilities.
- Exceptional service orientation.
- Ability to motivate in a team-oriented, collaborative environment.

Datacenter Operations

- Expert in Microsoft server and domain infrastructure and VMware virtualization infrastructure.
- Experience with capacity, risk and infrastructure management.
- Knowledge of current data center best practices; design principals; power systems; rack design; thermodynamics; fire suppression; cabling standards (copper and fiber) and capacity management.
- Thorough knowledge of, and experience with, data center infrastructure including knowledge of CRAC, Generators, UPS, electrical power systems and activities affecting the availability of the overall data.
- Knowledge of structured cabling systems, networking and connectivity standards and hardware installation requirements.
- Proficient experience in colocation operations, including the installation and deployment of cage, rack and cable infrastructure, as well as, power circuit installation and power monitoring.
- Experience working with telecom and network providers. Familiarity with Video Camera Surveillance and Intrusion Detection systems.

**MINIMUM QUALIFICATIONS:**

1. A master's degree in computer science from an accredited college and three years of progressively more responsible, full-time, satisfactory experience using information technology in computer applications programming, systems programming, computer systems development, data telecommunications, database administration, planning of data/information processing, user services, or area networks 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 baccalaureate degree from an accredited college and four years of experience as described in "1" above; or
3. A four-year high school diploma or its educational equivalent approved by a State's department of education or recognized accrediting organization and six years of experience as described in "1" above; or
4. A satisfactory combination of education and experience equivalent to "1", "2" or "3" above. However, all candidates must have at least a four-year high school diploma or its educational equivalent approved by a State's department of education or recognized accrediting organization and must possess at least three years of experience as described in "1" above, including the 18 months of administrative, managerial, executive or supervisory experience as described in "1" 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.

To APPLY:

**Search for the Job ID 183872**

External Candidates please go to [www.nyc.gov/careers](http://www.nyc.gov/careers)

Current NYC employees please go to [www.nyc.gov/ess](http://www.nyc.gov/ess)

ALL APPLICATIONS MUST BE SUBMITTED VIA THE ONLINE PORTALS MENTIONED ABOVE. SUBMISSION OF AN APPLICATION DOES NOT GUARANTEE AN INTERVIEW. ONLY CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.

**\*If you do not have access to a personal computer, please visit your local library\***

**POST DATE: 1/13/2015**

**POST UNTIL: Filled**

**JOB ID: 183872**

**The City of New York and the Department of Youth & Community Development is an Equal Opportunity Employer.**