

**JOB VACANCY NOTICE**

<b>CIVIL SERVICE TITLE:</b> Computer Associate (Software), Level II	<b>TITLE CODE NO:</b> 13631-02
<b>OFFICE TITLE:</b> Release Manager/ Application Support Analyst	<b>SALARY:</b> \$63,226 to \$88,002 (annual)
<b>DIVISION/WORK UNIT:</b> Information Technology	<b>WORK LOCATION:</b> 2 Lafayette Street, New York, NY
<b>HOURS:</b> 35 Hours Per Week (minimum)	<b>NUMBER OF POSITIONS:</b> 1

**JOB DESCRIPTION:**

The New York City Department of Youth and Community Development (DYCD) provide youth and community services through contracts with Community-Based Organizations throughout New York City. DYCD’s central task is administering available city, state, and federal funds to a wide range of innovative, practical and quality programs that positively impact youth and their communities.

The Release Manager\App Support Analyst works closely with all IT areas Project Managers, Business Analysts, Infrastructure, DBA, QA and Developers. This position is responsible for overseeing the coordination and implementation of the release process to guarantee smooth and timely delivery of software products or updates into the production environment. This position is also required to field incoming issues from users of DYCD’s business applications and either resolves them or routes the ticket appropriately.

The selected person will work very closely with Applications Support Director to assist in identifying project related technical issues. The candidate may also be called upon to perform a variety of duties to insure the proper operation of systems, to meet IT commitments to the business, and to leverage the strengths and skills of individuals within the overall team effectively.

- Work closely with IT teams to coordinate and implement software releases into production
- Own the Release Management process
- Help configure the application to meet business needs
- Managing access rights, new users, new roles, and use of various application utilities
- Developing application end-user documentation and training materials as needed
- Cultivate a deep knowledge of all products in order to recreate issues and dialogue with developers when they need direction on what to resolve
- Investigate help desk-reported product issues and log validated bugs for developer queue according to established prioritization process
- Help establish a quality-focused product development culture
- Work with developers to promote code to production environment

**PREFERRED SKILLS:**

- 3+ years of experience in a help desk or release management role desired
- Knowledge of ITIL v3 or MOF
- Experience with SQL database
- Experience with cloud based PaaS deployments such as MS Azure
- Ability to understand the criticality of issues and prioritize them as needed
- Comfortable working with end users and the ability to translate technical terms into non-technical language
- Excellent written and verbal communication skills

**MINIMUM QUALIFICATIONS:**

1. A baccalaureate degree from an accredited college including or supplemented by 24 semester credits in computer science or a related computer field and one year of satisfactory full-time computer software experience in computer systems development and analysis, applications programming, database administration, systems programming or data communications; or
2. A four-year high school diploma or its educational equivalent and five years of satisfactory full-time computer software experience as described in "1" above; or
3. Education and/or experience equivalent to "1" or "2" above. College education may be substituted for up to two years of the required experience in "2" above on the basis that 60 semester credits from an accredited college is equated to one year of experience. In addition, 24 semester credits from an accredited college or graduate school in computer science or a related field, or a certificate of at least 625 hours in computer programming from an accredited technical school (post high school), may be substituted for one year of experience. However, all candidates must have at least a four-year high school diploma or its educational equivalent and at least one year of satisfactory full-time experience as described in "1" above.

To receive credit, all college credits in computer science or a related computer field and/or the certificate in computer programming must be listed in Section A.6 on page 2 of the Education and Experience Test Paper.

Some examples of unacceptable experience are: End users of a computer system, program or software package; experience in the areas of computer technical support, computer operations; data entry/data retrieval; pure quality assurance (QA) auditing and analysis; hardware installation; help desk; teaching; telecommunications; experience in productivity software products (e.g. word processing, spreadsheet, presentation, and database software, etc.); superficial use of preprogrammed software without complex programming, design and implementation.

**THIS POSITION IS NOT SUBJECT TO A RESIDENCY REQUIREMENT**

To APPLY:

**Search for the Job ID #189007**

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: 04/01/2015**

**POST UNTIL: Until Filled**

**JOB ID: 189007**

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