The New York City Administration for Children's Services protects New York City's children from abuse and neglect. Along with our community partners, Children's Services provides neighborhood-based services to help ensure children grow up in safe, permanent homes with strong families.

CIVIL SERVICE TITLE: Computer Associate (Software)

TITLE CODE NO: 13631

FUNCTIONAL TITLE: Client Relationship Manager

DIVISION/WORK UNIT: Administration / Management Information Systems (MIS)

WORK LOCATION: 150 William Street, Manhattan

LEVEL: 3

SALARY RANGE: $64,571-74,257
NON-CITY MINIMUM: $64,571
CITY MINIMUM*: $74,257

NUMBER OF POSITIONS: 1

* Current City Employees with two (2) or more years of continuous City service are eligible for the City Minimum rate.

JOB DESCRIPTION:

Under minimum direction, with a broad scope for the exercise of independent initiative and judgment within various areas of MIS, the Client Relationship Manager (CRM) will function as the liaison between MIS and the Division of Family Support Services. In close cooperation with division management, IT needs with regard to Systems Development, Network Services, Telecom, Help Desk/Desktop Support, etc. are mutually identified and overseen by the CRM. The CRM role ranges from simple follow up on IT requests to full project management. The CRM will negotiate and coordinate MIS resources through all phases of IT related projects.

Specific duties will include:
- Act as liaison internally with the Division of Family Support Services (FSS) Deputy Commissioner and key managers, as well as the division's IT liaison.
- Represent MIS with external organizations and other government agencies as necessary, in order to facilitate work with regard to FSS' needs. Such organizations may include, but are not limited to the: Human Resources Administration (HRA), Office of Children and Family Services (OCFS), and Contracted Agencies.
- Understand the general operations of Family Support Services (FSS) and recommend IT services/solutions.
- Oversee all of FSS' IT initiatives and systems development projects, including becoming familiar with and supporting all of the division's existing systems, as well supporting the enhancement and replacement of many of these outdated applications.
- Facilitate resolution of all MIS issues related to FSS' systems.
- Manage MIS request/justification process by working with Family Support Services (FSS) and the MIS Project Management Office (PMO) to track project status, resource needs, etc. in order to get FSS' IT needs addressed appropriately.
- Track status of all MIS requests from Family Support Services by utilizing MIS standard project management systems to indicate such things as project status, timeline, resource assignments, risks, etc.
- Collaborate with other areas within MIS to ensure timely and quality deliverables and support are provided to Family Support Services (FSS). Work with managers of the PMO, Programmers, Business Analysts, Production Support (testing, documentation, training, application support and quality assurance) and MIS Budget and Procurement groups, as well as with those of the network services areas, including DBAs, Server Management, Infrastructure and Security, Help Desk, Desktop Support, Asset Management, and Telecomm.
- Assist with and/or conduct business analysis when necessary.
- Work with the programming team to troubleshoot and resolve application problems for the users.
- Facilitate the writing of CPs (Certificate to Proceed) and other budget and procurement documents in conjunction with our MIS Budget/Procurement Office.
- Participate in and facilitate meetings as necessary.
- Collaborate with and manage consultants as necessary for systems requirements and development work.
- Conduct analysis and recommendation surrounding Fraud Investigation and Prevention measures with our General Counsel's Office and DOI.

PREFERRED SKILLS:

The preferred candidate will possess a minimum of 5-7 years experience in Systems Development project management including prior experience in business process redesign and child welfare system development; a strong comfort level and experience with supporting VB/Microsoft Access as well as Java and Oracle systems; excellent analytical writing skills; strong interpersonal communication skills; understanding of FSS' functions including knowledge of FSS's primary system of record PROMIS, Preventives Services, Medical Services, and the Office of Advocacy Working knowledge of human services in New York City and the Federal and State claiming processes associated with Child Welfare; foster care and preventive service.

QUALIFICATION REQUIREMENTS:

1. A baccalaureate degree from an accredited college, including or supplemented by 24 semester credits in computer science or a related computer field and two years of satisfactory full-time computer software experience in computer systems development and analysis, applications programming, database administration, systems programming, 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.

ADDITIONAL REQUIREMENTS:

Section 424-A of the New York Social Services Law requires an authorized agency to inquire whether a candidate for employment with child-caring responsibilities has been the subject of a child abuse and maltreatment report.

POST DATE: 6 / 18 / 12	POST UNTIL: 7 / 2 / 12	JVN: 067-12-10849C

Note: All resumes must be received no later than the last day of the posting period.

Michael R. Bloomberg   **Ronald E. Richter**
Mayor   **Commissioner**
The City of New York and the Administration for Children's Services are Equal Opportunity Employers Committed to Diversity