

**THIS AMENDS PREVIOUS POSTING, CHANGED TO REFLECT JOB DESCRIPTION & ADDITIONAL EXPERIENCES \***

**City of New York  
Department of Health  
125 Worth Street, Room 930  
New York, NY 10013  
CITYWIDE JOB VACANCY NOTICE**

JVN: #81609126733SS

<b>Civil Service Title:</b>	Administrative Staff Analyst	<b>Level:</b>	M-II
<b>Title Code No.:</b>	10026	<b>Salary:</b>	\$50,610 – \$135,240
<b>Office Title:</b>	Program Manager	<b>Work Location:</b>	Manhattan
<b>Division/Work Unit:</b>	Division of Informatics and Information Technology/Informatics Information Technology -Administration	<b>No. of Positions:</b>	1
<b>Hours:</b>	Full-time	<b>Position Number(s):</b>	000817

**DIVISION/PROGRAM DESCRIPTION:** The nation's leading local health department seeks a motivated, dynamic Program Manager professional to join its award-winning, innovative technology team in revolutionizing public health IT. The New York City Department of Health and Mental Hygiene (DOHMH) uses the latest technologies and enterprise wide application solutions in its groundbreaking work to promote and protect New Yorkers' health and improve DOHMH's business operations. The Program Manager will act as the single point of accountability for delivering a large scale, complex, enterprise-wide program on time, on budget and across all business and technology activities and resources. The Program Manager is expected to lead various innovative sub-projects that make significant changes in the way the enterprise operates. The Program Manager also ensures their projects, and the projects of those they matrix manage, are of high quality, are cost effective, strategically aligned with business objectives and achieve sustainable change and business benefits. This role relies on experience and sound judgment to plan and accomplish goals. The Program Manager will understand and apply project methodologies and technology strategies to produce quality solutions.

**\* JOB DESCRIPTION:**

The Program Manager brings excellent relationship building skills, as well as strong leadership and team management, to lead diverse and dynamic teams in the successful delivery of a complex integrated solution. This role requires a deep understanding of project management methodologies, tools and approaches to effectively manage a complex, multi-disciplinary program.

The Program Manager will report directly to the Chief Information Officer.

As the Program Manager your duties will include:

- Program manage large-scale, multi-customer, multi-vendor and multi-partner project.
- Oversee the development of program estimations and integrated project plans, ensuring key roles and responsibilities are defined and objectives are met.
- Manage complete Product Development and Implementation Lifecycle.
- Manage project governance including executive steering committee and stakeholder meetings.
- Matrix manage/coordinate internal and external cross-functional resources to meet objectives.
- Provide internal/external status reports and program dashboards.
- Facilitate goals/priorities/decision making and escalate to executive steering committee and sponsors as necessary.
- Manage relationships with customers, vendor(s), partners and business sponsors.
- Provide guidance and leadership to business and technical project managers (matrix reporting).
- Communicate with and influence internal and external stakeholders regarding key project objectives and steps and to ensure buy-in. Create and ratify program quality/performance standards and report relevant metrics.
- Evaluate acceptance test results and make recommendations for adjustments as necessary. Identify conflicts and risks, working with team to create contingency plans that mitigate issues.
- Act as a central coordinator for cross functional project team. Address/resolve interpersonal or team dynamic concerns

**PREFERRED SKILLS:**

Highly organized and self directed; detail-oriented with no loss of big picture objectives; results-oriented, a fast learner and accepting of change; ability to prioritize and multi-task effectively; excellent written/verbal communication skills with exceptional presentation abilities to senior management and other key stakeholders; expert knowledge of the key components of project management (e.g., scope, time, cost, quality, human resources, communication, risk, integration) and associated tools and methodologies.

**\*Additional Experiences:** 7+ years experience in a role as project manager leading complex, enterprise-wide technical and/or business initiatives. Experience managing multi-million dollar projects with multi-year project time lines. Led programs/projects with multiple discipline representation (especially technology, multiple business sponsors, 3rd-partys and vendors). Experience influencing, driving and managing organizational and operational change. Experience in risk management, conflict resolution and process improvement. Experience in multiple full project lifecycles *from business development to final delivery*. Strong knowledge of MS tools including Word, Excel, PowerPoint, Visio and Project. A Bachelor's degree or equivalent. Project management certification (e.g., PMI, PMP) highly preferred. Quality management experience (e.g., Six Sigma, CMMi) preferred. Healthcare experience a plus.

**QUALIFICATION REQUIREMENTS:**

1. A Master's degree from an accredited college in economics, finance, accounting, business or public administration, human resources management, management science, operations research, organizational behavior, industrial psychology, statistics, personnel administration, labor relations, psychology, sociology, human resources development, political science, urban studies or a closely related field, and two years of satisfactory full-time professional experience in one or a combination of the following: working with the budget of a large public or private concern in budget administration, accounting, economic or financial administration, or fiscal or economic research; in management or methods analysis, operations research, organizational research or program evaluation; in personnel or public administration, recruitment, position classification, personnel relations, employee benefits, staff development, employment program planning/administration, labor market research, economic planning, social services program planning/evaluation, or fiscal management; or in a related area. 18 months of this experience must have been in an executive, managerial, administrative or supervisory capacity. Supervision must have included supervising staff performing professional work in the areas described above; or
2. A Baccalaureate degree from an accredited college and four "4" years of professional experience in the areas described in "1" above, including the 18 months of executive, managerial, administrative or supervisory experience, as described in (1) above.

**NOTE: NEW YORK CITY RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT.**

**TO APPLY, PLEASE SUBMIT RESUME ONLINE: [www.nychealthcareers.com](http://www.nychealthcareers.com) JVN search: 126733**

If you do not have access to submit online, mail resume to NYC Department of Health and Mental Hygiene, 125 Worth Street, Room 930, Box #39, New York, NY 10013; indicating the JVN #. Please submit your resume once using only one of these methods.

**Post Date: November 18, 2008**

**Post Until Filled**

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**DOH Is an Equal Opportunity Employer**