

**City of New York**  
**OFFICE OF PAYROLL ADMINISTRATION**  
**Job Vacancy Notice**

<b>Civil Service Title:</b> COMPUTER SYSTEMS MANAGER	<b>Level:</b> M1
<b>Title Code No:</b> 10050	<b>Salary:</b> \$49,492.00/\$53,373.00-\$136,198.00
<b>Office Title:</b> CityTime Help Desk Manager	<b>Work location:</b> 132 West 31st Street, 8th Floor New York, NY
<b>Division/Work Unit:</b> CityTime	<b>Number of Positions:</b> 1
<b>Hours/Shift:</b> 35 Hours/Day	
<b>Job Description</b>	
<p>CityTime is an automated timekeeping system used by City employees to capture time, attendance, leave requests, overtime requests and workforce management. The CityTime Help Desk is responsible for providing the second level of support for user agencies for questions, issues, notifications, bulletins and reports. The CityTime Help Desk Manager candidate will have a thorough knowledge of help desk tracking and reporting software and is capable of managing the administration of that software to meet the needs of supported agencies.</p> <p>The CityTime Help Desk Manager will:</p> <ul style="list-style-type: none"> <li>• Manage help desk resources by setting common service delivery, communication and escalation procedures.</li> <li>• Design and Implement tracking, reporting and status activities using Clear Quest and Crystal Reports.</li> <li>• Create a repository of technical solutions to commonly ask questions, identify problem areas, devise and deliver solutions to enhance quality of service and to prevent future problems or repeat issues.</li> <li>• Track and analyze trends in Help Desk requests and generate statistical reports using software tools.</li> <li>• Ensure that effective communication and problem resolution occurs at and between all support tiers.</li> <li>• Prepare recommendations and/or proposals for help desk improvements and system enhancements.</li> <li>• Optimize scheduling and resources for daily operation and on-call support after hours and during weekend operations.</li> </ul>	
<b>Qualification Requirements</b>	
<p>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</p> <p>2. A baccalaureate degree from an accredited college and four years of experience as described in "1" above; or</p> <p>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</p> <p>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.</p> <p>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.</p>	
<b>Essential Skills</b>	
<p>An extensive knowledge of the Remedy Help Desk application is required.  Knowledge of Clear Quest tools  Knowledge of Crystal Reports  Excellent communication, organizational and customer service skills</p>	
<b>To Apply:</b>	
<p>TO APPLY, PLEASE SUBMIT A COPY OF YOUR RESUME WITH JVN NUMBER IN THE SUBJECT LINE, TO OPARecruitment@payroll.nyc.gov OR (2) COPIES OF YOUR RESUME (with daytime number included) AND COPY OF THIS NOTICE TO:</p> <p style="text-align: center;"><b>If sending by e-mail, please list JVN 131-2010-007096 in the "subject" line.</b></p> <p style="text-align: center;">Patricia Blunt  Personnel Officer  One Centre Street, Room 200N  New York, New York 10007</p>	
<b>Post Date:</b> 10/30/2009	<b>Post Until:</b> filled
<b>JVN:</b> 131-2010-007096	

**The City of New York is an Equal Opportunity Employer.**