

DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS  
JOB VACANCY NOTICE

Civil Service Title: Computer Systems Manager M 2-4

**JVN #858-04-1315CW Revised**

Title Code Number: 10050 Salary Range: \$46,840 - \$111,765

Office Title: Director of Enterprise Service Management Work Location: 11 Metrotech Center

Division/Work Unit: Information Utility Number of Positions: 1

Hours/Shift: Day

DoITT is a City agency like no other - run like a private enterprise, expectations are set high and technologies are cutting edge. DoITT gets involved in enterprise-wide initiatives/projects which are of a scale unequal to most municipalities and many private companies. With growth of over 200% in the last several years, DoITT offers tremendous potential for professional growth. In addition, DoITT provides an excellent comprehensive benefits package including a choice of over 14 major medical plans, pension plan, dental, vision, retirement plans (401k, 457), etc.

**JOB DESCRIPTION**

DoITT is in the process of emerging and expanding the existing Network Helpdesk and 311 Support Desk into a single Citywide Helpdesk that will provide 7 X 24 X 365 coverage for 311, NYC.gov and our client agencies. Responsibilities will include: Assist Senior Manager with high-level planning regarding the overall support structure of the help desk; Create/maintain mission, services, and quarterly objectives for the Help Desk with input from staff, customers, management and other IT groups; Measure and report on Help Desk performance. Ensure all service-level agreements are met and objectives are achieved; Manage and allocate Help Desk budget. Generate performance reports to senior IT management; Keep up-to-date on help desk technology and new support ideas and techniques; Ensure that all staff members receive adequate technical and interpersonal training; Oversee the management of help desk issues including incident definition, tracking, escalation, resolution and closure; Monitor incidents to ensure prompt, efficient response and resolution by the support analysts; Monitor employee/customer satisfaction regularly and address dissatisfaction issues quickly with manager; Learn the Remedy application; Assist with customization of Remedy system for the client and its administration including documentation, adding of categories, support analysts, and users; Recommend, document and implement processes to improve the operation of the Help Desk and ensure superior customer service to our clients; Create procedures, train and monitor Help Desk staff to process F & Es, Equipment Requests/Moves, Access Requests, Receiving and requests for service for PCs/printers; Seek training and development for Help Desk Analysts to keep them abreast of current technology in the agency.

**PREFERRED SKILLS**

Experience managing a 7x24x365 Helpdesk necessary; Strong written and oral communications skills are a must; Excellent customer service skills; Strong organizational, management and conceptual skills; Ability to lead and work independently; Must remain calm under pressure and cope effectively with stress and change; Must be able to "multitask" in a fast-paced environment; Must be an effective communicator clearly stating intentions and expectations while providing users and peers with appropriate information; Must ensure responses to requests for information or assistance are handled expeditiously; Must be adaptable to acquiring new skills and knowledge.

**CIVIL SERVICE QUALIFICATION REQUIREMENTS**

1. A Master's Degree in computer science from an accredited college and three years of progressively more responsible, full-time, satisfactory experience using mainframe, mini- or micro-computer technology in computer applications programming, systems programming, computer systems development, data telecommunications, data base administration, or planning of data processing, 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 Bachelor's Degree from an accredited college and four years of experience as described above -OR-
3. A four-year high school diploma or its educational equivalent and six years of experience as described above, -OR-Education and experience equivalent to the above. However, all candidates must have at least a high school diploma or its equivalent and must possess at least three years experience as described above, including the 18 months of administrative, managerial, executive or supervisory experience as described 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, PLEASE SUBMIT RESUME INDICATING JVN# TO:**

Department of Information Technology and Telecommunications (DoITT)  
75 Park Place – 9th Floor ● New York, NY 10007

-or-

e-mail to [ITrecruit@doitt.nyc.gov](mailto:ITrecruit@doitt.nyc.gov) (indicate office title in subject line)

POST DATE: 4/26/05

POST UNTIL: 5/9/05

JVN: 858 / 04 / 1315CW

(agency code/fiscal yr./number)