

**City of New York  
Department of Information Technology and Telecommunications  
Job Vacancy Notice**

<b>Civil Service Title:</b> Computer Systems Manager	<b>Level:</b> M4
<b>Title Code No:</b> 10050	<b>Salary:</b> \$68,238/\$73,588-\$165,000
<b>Office Title:</b> ECTP Deputy Director of Operations	<b>Work location:</b> Manhattan/Brooklyn
<b>Division/Work Unit:</b> Emergency Communications Transformation Project	<b>Number of Positions:</b> 1
<b>Hours/Shift:</b> Day - Due to the necessary technical management duties of this position in a 24/7 operation, candidate may be required to be on call and/or work various shifts such as weekends and/or evenings.	<b>Agency Tracking #:</b> 84643

**Job Description**

The successful candidate will serve as the Deputy Director of Operations reporting to the Emergency Communications Transformation Project (ECTP) division.

Responsibilities will include: Manage the development, implementation and strategic planning of the Office of Citywide Emergency Communications (OCEC) IT operations and systems, including the establishment of a structure for the ECTP operations advisory group to identify new technologies that will enable improved operations for the New York City 911 Public Safety Answering Centers; direct the establishment of the OCEC Project Operations Advisory bureau, including establishment of governance, roles and responsibilities; formulate long and short-range goals and objectives, business and operational plans, policies and projects; oversee the design and development of appropriate technology solutions for emergency call taking and dispatch operations, including Unified Call Taking, Performance Management, Data Sharing, Call Recording and Review, and Systems/Facilities and IT management; direct technical teams responsible for designing systems that impact business operations; oversee the development of Business Continuity plans; manage the development of process improvement plans; oversee the implementation of improved systems productivity and resiliency; oversee the implementation of finalized operating models; establish the reporting of operational metrics; manage and direct the development of training programs associated with new technologies; direct OCEC IT Service Management, including asset, release, incident and change management processes, including vendors and services; serve as OCEC Operations liaison; work closely with internal and external management and stakeholders to ensure public safety agency requirements are documented and achieved; prepare senior level technical reports for executive management; and manage special ECTP technology projects and initiatives as assigned.

**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 information technology in computer applications programming, systems programming, computer systems development, data telecommunications, database administration, or 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, database 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 in 1 above; -OR-
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-
4. Education and experience equivalent to 1, 2 or 3 above. However, all candidates must have at least a high school diploma or its equivalent approved by a State's department of education or recognized accrediting organization and must possess at least three years experience as described in 1 above, including the 18 months of administrative, managerial, executive or supervisory experience as described in 1 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.

**Essential Skills**

The preferred candidate should possess the following: A Bachelor's degree in a related IT field; 8+ years of IT project and/or operations management experience with 4+ years experience in systems operations and/or IT management leadership; experience overseeing a large public and/or private organizations engaged in the deployment and sustainment of telecommunications technologies; experience with Business Continuity, Crisis Management, Public Safety Emergency Communications operations or large-scale, multi-vendor IT and/or telecommunications projects; experience developing and managing a major technical operations center; experience managing staff responsible for customer and systems support, project management, system architecture, design, deployment, network infrastructure technology, and IT systems sustainment; demonstrated experience working with technical and non-technical staff; exceptional knowledge of Microsoft Office programs; outstanding collaboration and team building skills; strong written and verbal communication skills; excellent analytic, organization, presentation and facilitation skills; ability to manage multiple tasks under tight deadlines; and the ability to interface with executive level management and give senior level presentations.

**To Apply:**

TO APPLY, PLEASE SUBMIT RESUME INDICATING JVN# TO:  
Department of Information Technology and Telecommunications (DoITT)  
Recruitment Office - 75 Park Place - 5th Floor - New York, NY 10007

-or-

e-mail to [911recruit@doitt.nyc.gov](mailto:911recruit@doitt.nyc.gov) (indicate 'JVN 84643 - Deputy Director of Operations' in subject line)

SUBMISSION OF A RESUME IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW  
APPOINTMENTS ARE SUBJECT TO OVERSIGHT APPROVAL

<b>Post Date:</b> February 16, 2011	<b>Post Until:</b> March 2, 2011	<b>JVN:</b> 858-2011-84643
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**The City of New York is an Equal Opportunity Employer**