

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

Civil Service Title: Computer Systems Manager	Level: M1
Title Code No: 10050	Salary: \$49,492/\$53,373-\$115,000
Office Title: ECTP IT Vendor Management Lead	Work location: Manhattan/Brooklyn
Division/Work Unit: Emergency Communication Transformation Program	Number of Positions: 1
Hours/Shift: 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.	Agency Tracking #: 84755

Job Description

The successful candidate will serve as an IT Vendor Management Lead reporting to the Emergency Communications Transformation Project (ECTP) division.

Responsibilities will include: Manage the ECTP program-wide portfolio of IT vendor contracts and represent the city on financial and contract matters; manage the development and implementation of the evaluation, selection and transition of contractual agreements for ECTP vendors and ensure compliance with city contracting and procurement rules, regulations and best practices; collaborate with business partners to create performance goals and develop reporting of results; oversee the establishment of SLA and metrics dashboard including quality measurements; manage the review of performance data and provide feedback to business partners; manage the establishment of a vendor calendar with regards to agreements and renewals; work collaboratively with DoITT's Budget unit and Office of the ACCO to generate purchase orders and payments; establish a vendor accountability program to measure quality and timeliness of service delivery; oversee the escalation of vendor related issues; oversee the development of a vendor on boarding/off boarding process; develop a tracking system for annual cost savings resulting from Vendor Management activities; prepare senior level technical reports; and manage special IT vendor 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; 4+ years of related IT vendor management and/or IT contract administration experience; familiarity with NYC procurement rules and procedures issued by the Procurement Policy Board (PPB) and the City's Vendor Information Systems (Vendex); ability to manage technical and non-technical resources; ability to communicate and collaborate with executive management and stakeholders; experience with forecasting and financial and statistical analysis; experience creating business/technical documentation (procedures, business processes system models, etc.); knowledge of business principles, and the techniques of administration, organization, and management of complex, integrated technology systems environments; ability to work in a high activity/fast paced environment; demonstrated understanding of vendor management concepts and implementation techniques including contract negotiation and vendor performance monitoring; knowledge of industry best practices in contract and financial management and negotiation; strong experience with vendor evaluations and RFPs; proven ability to facilitate meetings and effectively lead discussions; strong understanding of project management methodologies; experience in vendor pricing methods e.g., rate cards and pricing methodologies; demonstrated experience working with technical and non-technical staff; exceptional knowledge of Microsoft Office programs such as MS Word, PowerPoint, Excel, Project, and Visio; 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 91irecruit@doitt.nyc.gov (indicate 'JVN 84755 – IT Vendor Management Lead' in subject line)

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

Post Date: February 24, 2011	Post Until: March 9, 2011	JVN: 858-2011-84755
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