City of New York
Department of Information Technology and & Telecommunications
Job Posting Notice

Civil Service Title: Computer Systems Manager	**Level:** M1
Title Code No: 10050	**Salary:** $49,492/$53,373-$85,000
Office Title: Agency Relations Manager	**Work location:** 2 Metrotech
Division/Work Unit: Project Management Services	**Number of Positions:** 1
Job ID: 90030	**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.

Job Description

DoITT is responsible for modernizing, unlocking, and innovating to improve IT infrastructure and service delivery in New York City government. Modernizing by implementing state-of-the-art information technology to improve services to New Yorkers. Unlocking by making government more transparent and accountable to New Yorkers. Innovating by employing cutting-edge tools, methods, and relationships to empower New Yorkers.

Responsibilities will include: Manage, build and maintain strategic relationships with City agency clients in a fast-paced environment; communicate agency business needs and ensure that DoITT's technology products and services are meeting its clients' evolving business requirements; form effective partnerships with clients and technology teams that have an impact on overall service delivery, including management, technology teams, vendors, etc.; oversee the implementation of methodologies to measure customers satisfaction and enhance service delivery; oversee the establishment of a repository of DoITT customer information; manage performance metrics to ensure continuous improvement and best-in-class performance; survey and report on technology projects, operations, financials etc; prepare senior level technical reports for executive management; and manage special technology projects and initiatives as assigned. The position's responsibilities include commitment to and compliance with the City's EEO policy.

Minimum 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, 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
2. A baccalaureate 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. 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.
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.

Preferred Skills

The preferred candidate should posses the following: Proven client management experience in a government setting; knowledge of NYC agency operations; familiarity with information technology, project management, application development and data center infrastructure; ability to work independently, interacting with project managers and experience working with executive management; demonstrated experience working with technical and non-technical staff; exceptional knowledge of Microsoft office programs such as Excel, PowerPoint, Word and Access as well as Project Management software; outstanding collaboration and team building skills; strong written and verbal communication skills; excellent analytic, organization, presentation and facilitation skills; the ability to manage multiple tasks under tight deadlines; and the ability to interface with executive level management and give senior level presentations.

To Apply:

For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID # 90030
For all other applicants, please go to www.nyc.gov/careers and search for Job ID #90030
-or-
If you do not have access to a computer, please mail resume indicating Job ID # to:
Department of Information Technology and Telecommunications (DoITT)
Recruitment Office - 75 Park Place - 9th Floor - New York, NY 10007

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

Post Date: August 15, 2011	**Post Until:** Filled

The City of New York is an Equal Opportunity Employer.