

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-\$95,000
Office Title: Teamsite Support Engineering Manager	Work location: Metrotech
Division/Work Unit: Enterprise Application Services	Number of Positions: 1
Job ID: 90987	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.

The successful candidate will serve as a Teamsite Support Engineering Manager reporting to the Enterprise Application Services division. Responsibilities will include: Manage the deployment of Blaze Rules and updates to web apps; oversee the troubleshooting of blaze errors and content errors; oversee and publish static contents for web apps; provide expertise for Content Management solutions using Interwoven technologies; oversee the design and development of TeamSite workflows based on the business process requirements; oversee the development of TeamSite templates and forms; oversee the development of custom components; provide management support and maintain existing applications when bugs are found or enhancements are needed; oversee the of design new components and applications with the Interwoven Architect; work with the interwoven team to resolve issues/requests and escalate issues when appropriate; support the production and non-production TeamSite Interwoven environments; provision users; oversee the creation of usage reports; manage production incidents (detect, analyze, resolve and document incidents); work with Project Managers to determine timelines and project tasks; engage with the development teams to provide production management support input for the design of new applications using TeamSite Content Management; ensure deliverables from the development teams have proper information for deployment; provide technical management support to development and QA teams; keep systems patches up to date; 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 possess the following: A Bachelor's degree in a related IT field; 4+ years of experience in a specialized role that includes implementation, support, and maintenance of large scale n-tier content management system; database experience in Oracle (or similar RDMS) & the SQL language; strong knowledge of XML; proven background in the development and support of complex operational systems; familiarity with any version-control tool like CVS or Subversion; strong knowledge of server and application architectures; ability to work in cross functional teams to provide the best solution; should be able to see tasks through to completion without significant guidance; 3-5 years experience in Perl/CGI/PHP, JavaScript and HTML development; knowledge of Sun Solaris (or similar Unix operating system); experience with Interwoven TeamSite, OpenDeploy, DataDeploy; experience with Java & Web Services; 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

For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #90987

For all other applicants, please go to www.nyc.gov/careers and search for Job ID # 90987

-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 17, 2011

Post Until: Filled