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-$103,000
Office Title: Accela Application Manager	**Work location:** Metrotech
Division/Work Unit: Enterprise Application Services	**Number of Positions:** 1
Job ID: 91361	**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 an Accela Application Manager reporting to the Enterprise Application Services division.
Responsibilities will include: Organize and manage the configuration and deployment of the Accela software modules (currently Accela Automation and Accela Citizen Access) as well as the design and development of all correspondence and reports that are executed from within or against the Accela Repository; manage Application Deployment resources to ensure compliance with SLAs; manage and oversee the production and non-production Accela environments; manage the relationship with the vendor; work with agency personnel to estimate enhancements; manage the development, documentation and testing of approved enhancements; oversee progress and communicate team status; establish procedures for tier 2; communicate status items that were escalated to Accela; appropriately leverage the Agency Champions for business acumen insight;. 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; 7+ years of experience in a specialized role that includes implementation, support, and maintenance of large scale n-tier web applications; proven background in the development and deployment of complex operational systems; 3+ years of leadership responsibility managing a team; strong issue resolution and investigation skills; strong management skills; demonstrated proficiency in organization and communication; experience managing services of any COTS product; experience in Accela Automation and Accela Citizen Access capabilities and functions; experience working with GIS data and services; ability to assess task durations and provide staff guidance; experience with 3-tire enterprise system deployments; understanding of Java based system architectures and supporting platforms; general knowledge of Oracle RDBMS; ability to articulate and document the steps taken to resolve an issue; familiarity with any version-control tool like CVS or Subversion; ability to work in cross functional teams to provide the best solution; ability to handle multiple tasks under tight deadlines; ability to effectively interface with technologists, business owners, and end-users; demonstrate coordination; organization, creativity, flexibility, and strong analytical skills; ability to see tasks through to completion without significant guidance; 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 # 91361
For all other applicants, please go to www.nyc.gov/careers and search for Job ID # 91361
-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: September 6, 2011	**Post Until:** Filled

The City of New York is an Equal Opportunity Employer.