

FULL TIME POSITION:

Application & Website Support Analyst

Agency Description:

The New York City Department of Small Business Services (SBS) is a vibrant, client-centered agency whose mission is to serve New York's small businesses, jobseekers and commercial districts. SBS makes it easier for companies in New York City to start, operate, and expand by providing direct assistance to business owners, supporting commercial districts, promoting financial and economic opportunity among minority- and women-owned businesses, preparing New Yorkers for jobs, and linking employers with a skilled and qualified workforce. SBS continues to reach for higher professional standards through innovative systems, new approaches to government, and a strong focus on its employees.

Job Description:

The Department of Small Business Services seeks to hire an Application & Website Support Analyst for the Technology Unit. The Technology Unit develops, supports, and maintains the tools that SBS uses to provide its services. The Application & Website Support Analyst will provide support for the Agency's public websites, web-based applications and intranet site; work with developers and on-site consultants; work with Program Unit staff to help determine website development milestones, deliverables, and tasks; and evaluate and identify new technologies as they pertain to the needs of the Agency.

Responsibilities will include:

- Respond to and track application support tickets in our Agency's service support system
- Update Agency website, intranet, and social media properties
- Propose software solutions and re-engineered processes to end-users and management
- Participate in logical database design with database administrator and software architecture with developers
- Update and create Microsoft Access applications
- Interact with business users to understand current business process and identify business problems

Preferred Skills:

- At least 2 years experience building websites or web-based applications
- Knowledge of HTML and basic Web programming (CSS, JavaScript, jQuery)
- Experience with Web analytics tools, including producing reports
- Experience with Microsoft SharePoint 2007
- Experience using Help Desk tracking software
- Strong database and data manipulation skills – SQL, Excel, Access
- Ability to rapidly understand strategic objectives and suggest robust technical solutions
- Ability to complete assigned tasks properly and on time
- Innovative thinking and problem solving skills
- Strong organizational and time management skills
- Strong written and verbal communication skills and the ability to communicate with Senior Management in clear, concise and understandable term
- Foreign language skills a plus

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Qualifications:

1. A baccalaureate degree from an accredited college and two years of experience in community work or community centered activities in an area related to the duties described above; or
 2. High school graduation or equivalent and six years of experience in community work or community centered activities in an area related to the duties as described above; or
 3. Education and/or experience which is equivalent to "1" or "2" above. However, all candidates must have at least one year of experience as described in "1" above.
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How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line: **Application & Website Support Analyst** to: **careers@sbs.nyc.gov**

Salary range for this position is: \$45,615 - \$50,000 per year

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment

If you do not have access to email, mail your cover letter & resume to:
NYC Department of Small Business Services
Human Resources Unit
110 William Street
New York, New York 10038