

Siebel Programmer Technical Lead - Business Solution Technology

JOB DESCRIPTION:

The New York City Housing Authority is seeking a Siebel Programmer to support and enhance a Siebel Call Center System and serve as hands-on technical lead in directing and supporting other Siebel Programmers. The successful candidate will design, code, test, debug, modify and document programs and procedures to solve complex problems, taking into consideration computer equipment capacity and limitations, operating time, and desired results.

Responsibilities will include, but are not limited to the following:

1. Design and develop new programs to support NYCHA's Centralized Call Center.
2. Create or modify highly complex programs where performance, efficiency, and reliability are critical.
3. Provide support for the Siebel application; work directly with business users and other IT groups; provide 2nd-level support to the application team.
4. Analyze customer requirements and provide solutions utilizing a full life-cycle methodology.
5. Develop complex reports, extracts, and interfaces.
6. Serve as liaison to business users in gathering and understanding detailed level requirements for new projects, make enhancements and document.
7. Develop an in-depth knowledge of business processes.
8. Advocate the best practices in technical requirements and methodologies.

QUALIFICATION REQUIREMENTS:

1. A baccalaureate degree from an accredited college, including or supplemented by 24 semester credits in computer science or a related computer field and two years of satisfactory full-time computer software experience in computer systems development and analysis, applications programming, database administration, systems programming, data communication, including one year in a project leader capacity or as a major contributor on a complex project; or
2. A four year high school diploma or its educational equivalent and six years of satisfactory full-time computer software experience as described in "1" above, including one year in a project leader capacity or as a major contributor on a complex project; or
3. Education and/or experience equivalent to "1" or "2" above. College education may be substituted for up to two years of the required experience in "2" above on the basis that 60 semester credits from an accredited college is equated to one year of experience. A masters degree in computer science or a related computer field may be substituted for one year of required experience in "1" or "2" above. However, all candidates must have at least a four-year high school diploma or its educational equivalent and at least one year of satisfactory full-time experience in a project leader capacity or as a major contributor on a complex project.

Special Note:

To be eligible for placement in Assignment Level IV, in addition to the Qualification Requirements stated above, individuals must have one year of satisfactory experience in a project leader capacity or as a major contributor on a complex project in data administration, database management systems, operating systems, data communication systems, capacity

planning, and/or on-line application programming.

QUALIFICATIONS DESIRED:

1. Five to eight years of related work experience.
2. In depth experience with Siebel Configuration, EIM, workflows, Business Services, Assignment manager, and Siebel scripting.

SKILLS DESIRED:

1. Ability to work at the highest technical level of all phases of applications programming activities.
2. Strong experience with Siebel CRM and Oracle database.
3. Experience with Unix shell scripting and PL/SQL.
4. CTI experience is preferred.
5. Ability to support and create Siebel Actuate reports.
6. Strong communication and leadership skills demonstrated with both technical and non-technical personnel.
7. Strong customer interaction, organizational and time-management skills.
8. A team player with an excellent work ethic.

Interested candidates may fax cover letter, resume, to (212) 306-5194, e-mail to HR.Recruitment@nycha.nyc.gov or mail to:

**New York City Housing Authority
Human Resources Recruitment Unit
90 Church Street, 5th Floor
New York, NY 10007
Attn.: DMP, Senior Recruiter
Job Code: Siebel Programmer Technical Lead**

NYCHA is an equal opportunity employer