

## **FULL TIME POSITION:**

### **Application Support Manager**

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#### **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.

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#### **Job Description:**

The Department of Small Business Services seeks to hire an Application Support Manager for the Technology Unit. The Technology Unit develops, supports, and maintains the tools that SBS uses to provide its services. The Application Support Manager will serve as a client-facing technical expert in the delivery phases of application development and support management for the Division of Economic and Financial Opportunity (DEFO).

Responsibilities will include:

- Review requirements for application enhancements that are submitted through the Agency's Service Support System by DEFO business owners and work with them to ensure that all relevant information has been included.
- Design, develop, and articulate solutions based on a customer's strategic business or technical requirements.
- Lead the implementation of the technical solution with responsibility for the delivery of the technical designs, strategies, and quality assurance plans.
- Work closely with Strategic Planning & Operations Unit and DEFO business owners in the design, development, and implementation of the technical content defined in the project scope.
- Create technical project status reports and accurately track/manage project issues and risks.
- Develop training materials, test cases, and technical documentation for DEFO applications as needed.
- Oversee ongoing data cleansing efforts. Conduct data imports when necessary to either update records en masse or add a new body of records.
- Create custom analyses, lists, reports, and other data exports in accordance with user specifications.
- Coordinate with other Agency personnel and personnel from other agencies on development and support.

#### **Preferred Skills:**

- Minimum 4 years of intensive experience in the analysis, design, implementation, and support of web-based applications
- Strong background working with MS Access including Visual Basic for Access
- Strong database and data manipulation skills – Oracle, SQL
- Experience working with a customer relationship management application, preferably Oracle a plus
- Knowledge of a scripting programming language a plus
- Excellent time management skills and experience in a multi-project environment
- Ability to identify issues proactively through data analysis
- Strong organization, analytical, and problem solving skills
- Excellent written and verbal communications skills with non-technical end users
- Experience with MS Visio and Project a plus.

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**The Department of Small Business Services and the City of New York is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.**

**Qualifications:**

1. A master's degree from an accredited college in economics, finance, accounting, business or public administration, human resources management, management science, operations research, organizational behavior, industrial psychology, statistics, personnel administration, labor relations, psychology, sociology, human resources development, political science, urban studies or a closely related field, and two years of satisfactory full-time professional experience in one or a combination of the following: working with the budget of a large public or private concern in budget administration, accounting, economic or financial administration, or fiscal or economic research; in management or methods analysis, operations research, organizational research or program evaluation; in personnel or public administration, recruitment, position classification, personnel relations, employee benefits, staff development, employment program planning/administration, labor market research, economic planning, social services program planning/evaluation, or fiscal management; or in a related area. 18 months of this experience must have been in an executive, managerial, administrative or supervisory capacity. Supervision must have included supervising staff performing professional work in the areas described above; or
  2. A baccalaureate degree from an accredited college and four years of professional experience in the areas described in "1" above, including the 18 months of executive, managerial, administrative or supervisory 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 Support Manager** to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

**Salary range for this position is: \$55,000 - \$59,000 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