SIEBEL SYSTEMS MANAGER

The New York City Housing Authority is seeking a Siebel Systems Manager with hands-on Siebel Customer Relationship Management (CRM) experience. The selected candidate will lead a team of junior and senior developers through the support and enhancement of a large Siebel application which integrates with Maximo to support a large Centralized Call Center and provides work order management for NYCHA's business users.

QUALIFICATION REQUIREMENTS:

Computer Systems Manager

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, data base 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, database 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. 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.

EXPERIENCE AND SKILLS PREFERRED:

1. Minimum of 6 to 8 years of hands-on experience with Siebel 7 or above, using Siebel Tools interface and Development Environment; leading a medium to large deployment of Siebel Work Order Management and a team of developers and technical architects in supporting and maintaining a large Siebel implementation; interfacing Siebel with other products (preferably Maximo).

2. Development and configuration experience in Siebel Call Center and partner applications.
3. Well versed in Siebel CRM and Work Order Management applications.
4. Good knowledge of EIM, EAI and Siebel Integration technologies.

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 Systems Manager

NYCHA is an equal opportunity employer