

FULL TIME POSITION:

Chief Technology Officer (CTO)

Financial Management & Administration Division

The **Department of Small Business Services (SBS)** helps unlock economic potential and create economic security for all New Yorkers by connecting New Yorkers to good jobs, creating stronger businesses, and building a fairer economy in neighborhoods across the five boroughs.

JOB DESCRIPTION

The New York City Department of Small Business Services is seeking a Chief Technology Officer (CTO). The CTO is tasked with the overall management of the SBS IT division, with focus in the following areas:

- Define, implement and manage the SBS IT strategy
 - Optimize the IT architecture and the delivery of technology applications
 - Manage the relationships with business stakeholders
 - Manage IT staff and budget
 - Partner with and assist the CIO in managing day-to-day IT operations to improve infrastructure costs, performance and end user satisfaction
-

JOB RESPONSIBILITIES

IT Strategy

- Align IT initiatives to agency's strategic and tactical objectives.
- Define, implement and manage efficient processes, methodologies and performance metrics to maximize the value that IT delivers to the agency.
- Define and implement the IT portfolio model and supporting processes.
- Provide thought leadership and manage all decisions and strategic processes that support architecture, design, functionality, scope and long term planning.

IT Architecture and Applications Delivery

- Recommend long-term, best-in-class architecture and technologies that will provide enhanced support across the agency and further the efficiency of the IT solutions.
- Identify opportunities to use IT/systems knowledge and architectural patterns across multiple SBS divisions and projects.
- Define and oversee the application of best practices and situationally appropriate methodologies such as formal SDLC, Agile, and Iterative for custom and vendor (COTS) applications
- Stays current with developments in new technologies and platforms
- Identify management structures for programs/projects, and secure the necessary resources to ensure the success of the initiative.
- Oversee and/or directly manage high-impact, strategic technology programs.
- Direct risk evaluation and compliance management processes.
- Facilitate communications across IT groups, user and customer communities.

Business and Vendor Relationship Management

- Partner with agency and business divisions executives to understand their objectives, and to plan and deliver technology solutions that support these objectives.
- Define, implement and manage a business engagement model to ensure continuous, effective collaboration between IT and the SBS business divisions.

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.

- Develop and manage strategic vendor and partnership relationships.
- Negotiate contracts with vendors, and authorizes procurement.

Staff and Budget Management

- Manage and mentor IT staff. Perform staff reviews, coaching, appraisals, training and development planning.
- Regularly review IT costs and cost structures for IT services and products. Ensure that financial implications of IT projects and activities are communicated to the agency leadership and the business divisions' executives.

Day-to-day IT Operations

- In collaboration with the CIO, define and implement the "transitions to steady-state operations" model for the IT applications.

PREFERRED SKILLS

- Proven leadership capabilities, as substantiated by defining a vision for success, influencing and empowering others to embrace the vision, and innovatively developing an action plan to realize value from the vision.
- Documented experience developing future state strategies and roadmaps to transition enterprises incorporating packaged and custom applications.
- Excellent interpersonal, organizational, strategic thinking and quantitative/qualitative skills.
- Strong business acumen and business planning skills. Ability to speak the language of the business. Demonstrated process analysis and improvement expertise. In addition, must have the ability to translate business needs into optimal technology solutions.
- Exceptional program and project management skills, including the ability to effectively manage multiple technology initiatives. PMP / PgMP certification preferred.
- Experience with the development of resilient enterprise applications using various Software Development Life Cycle (SDLC) methodologies and multiple platforms.
- Broad knowledge of current and emerging technologies, technology directions and strategic application to business needs
- Competence with COTS products, including CRM (e.g. Salesforce, Microsoft Dynamics CRM), reporting tools (e.g. Cognos, Plateau, PowerBI, SSRS) and content management (e.g. Teamsite, SharePoint)
- Experience developing and maintaining IT policies, procedures, standards and guidelines.
- Extensive experience in successfully managing a diverse group of IT professionals, including senior IT managers, program and project managers, business analysts, UX designers, and technical developers.
- Strong budget, financial, procurement and vendor management skills.

How to Apply:

To apply, **please email** your resume and cover letter including the following subject line: **Chief Technology Officer** to: careers@sbs.nyc.gov

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.

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job Title:
Chief Technology Officer

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job Title: **Chief Technology Officer**

Salary to commensurate with experience.

NYC RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT

NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.

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