



FULL TIME POSITION: Director, Program Management Office

AGENCY DESCRIPTION:

The New York City Department of Small Business Services (SBS) is a dynamic, 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

Program Management Office (PMO) Description:

The SBS Program Management Office (PMO) drives the implementation of key projects focused on information systems, data and performance reporting. Focusing on project and program management, the unit helps enhance operations, improve service delivery, and ensure projects are delivered on time, on budget and to a high quality standard. Current major projects include a multi-agency business service portal, upgrade of SBS Customer Relationship Management (CRM) systems, and upgrade of the Worksource1 workforce management system.

JOB DESCRIPTION:

SBS seeks a Director to work in our Program Management Office. Under the supervision of the Executive Director, of the PMO the Director will manage one or more major information systems projects, working with business stakeholders and technology staff at SBS, other city agencies, and from contracted vendors. Responsibilities will include:

- **Project and program management:** Analyze, record and track progress toward key objectives and the timelines, scopes and resource requirements of multiple, interdependent initiatives. Develop, coordinate, prepare, and help implement project plans. Ensure establishment and adherence to project timelines, outline resources required for successful implementation of initiatives, and monitor results to ensure goals are met. Create structures for governance and accountability which lead to clear definitions of roles and responsibilities. Ensure role and responsibility expectations are being met from business units.
- **Business requirement gathering:** Demonstrate consistent, sound, independent decision-making and an aptitude for producing thorough, accurate, and clear documentation of business needs. Review functional specifications and advise on difficult to resolve operations and technological issues, and perform and oversee the documentation of requirements and specifications for systems.
- **Business process analysis:** collect, map, analyze and document business process dependencies within and between Agencies and understand how those processes connect to end-user interactions with SBS or the City. Coordinate resources to resolve difficult operations and technological issues, and identify opportunities for process improvements.
- **Technology solutions review:** with technology staff, review proposed technological and operational solutions and ensure that they create maximum positive impact on user experience. Provide data and analysis support during procurement, requirement gathering, and user testing phases of development.

Equal Opportunity employer/program.

Auxiliary aids and services available upon request to individuals with disabilities.
NYC RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT

- **Collection and synthesis of data:** Assist with the collection, documentation, analysis and reporting of relevant metrics to inform continuous process and systems improvements. Assist with the production of various performance and management reports using data from multiple agency systems.

PREFERRED SKILLS:

The ideal candidate will have the following skills and characteristics:

- Demonstrable professional experience utilizing advanced analytical skills and the ability to manage multiple stakeholders in a complex environment
- Strong program and project management skills; structured methodologies a plus
- Excellent MS Office skills: MS Word, MS Excel, MS PowerPoint, MS Visio, MS Project and MS Outlook
- Ability to produce thorough, accurate, and clear documentation of business needs through interviews, process walk-throughs, and stakeholder meetings
- Ability to support complex projects requiring an in-depth knowledge of business needs, business processes, and operating system
- Experience conducting business analyses and the process of documenting requirements and specifications to inform the development of business operations management tools
- Experience and / or interest in mapping and analyzing the impacts of changes to complex processes and updating technical documentation and executive reports accordingly
- Excellent organizational, written and verbal communication, and time management skills
- Ability to work well in a team environment
- Experience and / or interest in working with databases and structuring queries and reports, and in user interface design

QUALIFICATION REQUIREMENTS:

1. A baccalaureate degree from an accredited college and 5 years of full-time paid experience acquired within the last fifteen years, of advisory or administrative experience including handling of business promotion or economic problems, at least 2 years of which must have been in a managerial or executive capacity with primary focus on business promotion or urban economic planning; or
 2. A satisfactory equivalent combination of education or experience. However, all candidates must have 2 years of managerial or executive experience as described above. Appropriate graduate study in an accredited college may be substituted for the general experience on a year-to-year basis.
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How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line:
Director, PMO to: careers@sbs.nyc.gov.

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job ID: 210918

All Other Applicants: Go to www.nyc.gov/careers search for Job ID: 210918

Salary: \$65,000 - \$70,000

NOTE: Only those candidates under consideration will be contacted.