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FULL TIME POSITION: PROGRAM MANAGER NYC TECH TALENT PIPELINE WORKFORCE DEVELOPMENT DIVISION

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.

JOB DESCRIPTION

The NYC Tech Talent Pipeline seeks a Program Manager to ensure the successful implementation of a portfolio of pilot and second-stage training programs which have been developed in order to meet the short- and long-term workforce needs of a fast changing tech sector. The programs, delivered by WDC and SBS vendors, focus on providing unemployed and low-income New Yorkers with career opportunities in tech by training jobseekers and front-line staff seeking opportunity for advancement. This position is ideal for individuals who are interested in tech education and training, workforce development, delivering publicly funded programs at scale, or non-profit management.

The Program Manager's role is to bring the TTP's vision and goals for tech training programs from paper to reality. The manager, working closely with the Director of Implementation and the TTP industry partnership, will guide our partners through each aspect of program implementation, melding a deep understanding of industry needs with each detail of program execution. This Program Manager will report directly to the Director of Implementation.

SPECIFIC RESPONSIBILITIES

The Program Manager's responsibilities include, but will not be limited to, the following:

- Oversee TTP program partners' successful implementation of 3-5 new and expanded tech training programs; ensure excellence by:
 - Developing program management tools and communications systems
 - Overseeing and developing the capacity of contracted program staff
 - Developing and managing contracts and budgets
 - Communicating progress and outcomes against goals to the Director of Implementation and other internal and external stakeholders
 - Surfacing learnings, challenges, and employer feedback in real-time to support continuous programmatic improvement and responsiveness to tech employers' workforce needs, in order to provide viable career opportunities for trainees
- Gathering and interpreting program data to ensure fidelity to program model and vision, learning acquisition and satisfaction of trainees, and compliance with applicable laws, regulations, and WDC policies
- Build and maintain positive and productive relationships with vendors, industry volunteers, non-profit partners, and other stakeholders critical to the ongoing success of each program
- Participate in the process of setting strategy and goals for individual programs and the TTP's overall programming strategy.

PREFERRED SKILLS:

- 2-5 years of relevant experience in project management, tech, not-for-profit management, workforce development, or related field

The Workforce Development Corporation is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.



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- Partnership and/or coalition experience or leadership
- Experience or understanding of workforce development policy and programs
- Experience or understanding of the NYC technology ecosystem, including employer demand for occupational skills and competencies
- Comfort with and willingness to learn new technological systems; proficiency in MS Office necessary; database and social media management experience a plus
- Project management skills, including leadership, organization, creative thinking, attention to detail, written and verbal communication, and ability to meet aggressive deadlines
- Experience with relationship management and collaboration with a diversity of partners and stakeholders; ability to interface with a diversity of partners and manage high-level relationships
- Integrity, credibility, and a demonstrated commitment to the NYC Tech Talent Pipeline's mission and goals
- Can-do mentality and proven willingness to pitch in with all kinds of work as needed to get the job done

QUALIFICATION:

1. A baccalaureate degree from an accredited college and two years of experience in community work or community centered activities in an area related to the duties described above; or
2. High school graduation or equivalent and six years of experience in community work or community centered activities in an area related to the duties as described above; or
3. Education and/or experience which is equivalent to "1" or "2" above.

How to Apply:

To apply, **please email** your resume and cover letter including the following subject line: **Program Manager Tech Training** to: **careers@sbs.nyc.gov**

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job Title:
Program Manager Tech Training

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job Title:
Program Manager Tech Training

Salary range: \$55,000 - \$65,000

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
110 William Street / New York, New York 10038