

FULL TIME POSITION:

Project Manager, PMO

Program Management Office

Job Description:

The City of New York seeks a highly skilled Project Manager to oversee the Business Portal on NYC.gov (www.nyc.gov/Business). The Project Manager will be part of the team implementing the migration of online tools from NYC Business Express to the Business Portal as well as the development and deployment of tools related to the Small Business First technology initiative. The goal of this effort is to shift the administrative regulatory burden from businesses to the City – thereby enabling businesses' growth and fostering greater regulatory compliance. A primary focus of the initiative is to provide a more cohesive online experience that offers greater clarity, consistency, speed, simplicity and transparency in enabling businesses to meet the City's permitting, licensing and other regulatory requirements.

The Project Manager will be integral to the success of the Small Business First Initiative as part of the team that manages, enhances and maintains NYC Business, a one-stop online portal where businesses can apply for permits, licenses, and incentives, make payments, find ways to reduce costs and receive technical assistance. The team is leading a concerted effort to ensure that NYC Business content on NYC.gov is as cohesive, intuitive and user-friendly as possible – and that all content is accurate, up-to-date and complete.

The Project Manager may also work on other projects that the PMO is leading.

Responsibilities include, but are not limited to:

Operations & Troubleshooting:

- Monitor transactional functionality of website(s) on a daily basis
- Liaise with technologists and agency product owners to resolve technical problems when necessary

Application Development:

- Support website product development by participating in requirements meetings and reviewing documentation during release planning
- Act on behalf of project business owners to ensure design, content, and reporting requirements are met

Testing & Training:

- Coordinate with technical teams to schedule and conduct User Acceptance Testing (UAT) for business owners prior to product releases
- Create test scripts for application release testing based on business requirements
- Work with technical teams on defect resolution and re-testing
- Conduct stakeholder training and gather feedback after new releases/deployments

Customer Service:

- Liaise with technologists to resolve customer's technical problems when necessary
- Create and update online content for customer support tools (FAQ and How-To guides)
- Create, manage, and analyze data from customer feedback surveys to inform product development and improve daily operations

Reporting:

- Update monthly dashboards with key metrics related to customer visits, activity volume, and website performance
- Create ad hoc reports as needed for senior staff and in support of analysis for product development

Required Skills / Knowledge:

- Excellent interpersonal skills; ability to work well collaboratively on projects with cross-agency staff
- Experience working on technology initiatives especially related to government
- Strong organizational and project management skills
- Past success in conducting business analysis, documenting requirements, and driving improvements in service operations within government or other complex operating environments
- Strong presentation, writing, and communications skills (writing sample required)
- Outstanding analytic, problem-solving, and creative thinking abilities
- Confident using numbers for the purpose of analysis
- Ability to actively listen and synthesize disparate viewpoints into a shared plan of action
- Skilled at troubleshooting independently and proactively identifying and addressing website issues
- Ability to combine attention to detail with a clear understanding of the big picture
- A natural curiosity, a thirst for learning, and a gravitation toward productive change
- A history of creative approaches to analyzing and solving complex problems amid constraints
- Ability to work effectively with highly demanding stakeholders who value precision, preparation, and a sense that their time is being used well
- Capacity to work independently, react quickly to problems as they arise, and meet deadlines under pressure
- Skilled in using Microsoft Office products: Word, Excel, PowerPoint, Project, Visio and Outlook

Preferred Skills:

- Familiarity with regulatory processes for business and/or City government a plus
- Familiarity with Application Lifecycle Management (ALM) software for quality testing

Minimum Qualification Requirements:

1. A Master's degree from an accredited college with a major in business administration, public administration, urban planning, economics, urban affairs, marketing research, finance, or political science or a closely related field and three years of satisfactory full-time professional experience relevant to the work outlined above.
2. A baccalaureate degree from an accredited college and two years of full-time satisfactory experience in one or more of the following:
 - Business development, retention, expansion and relocation or assisting businesses in accessing public and private services and programs including workforce development; or
 - Analysis of business records and documents to determine eligibility of businesses for programs and services; or
 - Economic, market or site research and analysis for business and neighborhood development, or sector-specific challenges facing independently-owned healthcare providers and how to help these firms grow.

How to Apply:

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

ALSO:

For Non-City/External Candidates: Visit the [External Applicant NYC Careers site](#) and apply for this position by entering **Job ID # 232664**

For Current City Employees: Visit [Employee Self-Service \(ESS\)](#) to view and apply for available positions. Click on Recruiting Activities > Careers, and search for the specific **Job ID # 232664**

Salary range for this position is: \$55,000 - \$60,000 per year

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment (does not apply to all positions)

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