

FULL TIME POSITION: City Systems Administrator

Job Description:

The City of New York seeks a highly-skilled Systems Administrator to support systems, software, and databases that support NYC Business Customer Service – an initiative that is dramatically improving the City’s ability to provide better customer service to businesses that it regulates. The focus of this effort is to shift the administrative regulatory burden from businesses to the City – thereby enabling businesses’ growth and fostering greater regulatory compliance.

The City’s New Business Acceleration Team (NBAT) has implemented Salesforce.com as its CRM solution – necessitating a resource to fulfill the role of Systems Administrator for this CRM solution on an ongoing basis. In addition, NYC Business Customer Service oversees the maintenance and enhancement of NYC Business Express, 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. Analytic and operational needs associated with maintenance and enhancing the NYC Business Express website are also included in this position’s set of responsibilities.

The City Systems Administrator responsibilities will include:

Operational Support

- **Ongoing technical support of Salesforce.com application structure:** Provide advanced technical support for user reported issues escalated by first level support resources. Review previous support requests to find system enhancements that can prevent common user errors or issues. Keep up-to-date on new functionality and knowledge released through Salesforce.com and other resources; liaise with Salesforce.com support team.
- **Communication:** Monitor Salesforce.com support notifications and route them to key personnel who can alert users or take action as necessary. Notify users about system downtime due to scheduled maintenance and unscheduled outages. Prepare release notes to be distributed to users regarding enhancement roll-outs. Develop training materials, test cases, and technical documentation as needed.
- **Visibility management:** Implement and update roles, permissions, access levels, and other visibility controls for Salesforce.com as needed based on defined security, usability and other requirements.
- **Data management:** Ensure that the data stored in the Salesforce.com is backed up regularly. Oversee ongoing data cleansing efforts to minimize duplication of records and keep up-to-date information on businesses in NYC. Conduct data imports when necessary to either update records en masse or add a new body of records.

Development Support

- **Coordinate with other Agency personnel on development and support:** Coordinate with City Agency personnel on defining and implementing system enhancements. Analyze, record and track progress toward key objectives and the timelines, scopes and resource requirements of multiple, interdependent initiatives. Keep program managers informed about critical issues discovered during the development process.
- **Map, Document and Understand Business Processes:** Work with relevant partners to collect, map, analyze and document business process dependencies within and between Agencies to understand how those processes connect to business customers’ interactions with NYC.
- **Implementation of enhancements:** Develop new functionality within the Salesforce.com system by creating and updating fields, developing custom objects, designing field validations, configuring screen layouts, and establishing and updating workflow rules. Proactively suggest system improvements based on recurring system or user issues. Review requirements for application enhancements that are submitted by end users and management and work with them to ensure that all information required for enhancement implementation has been included. Keep up-to-date on available third-party tools that could be used to improve the system.
- **Development and maintenance of web services:** In order to support key business processes, Salesforce.com will be connected to other City applications via web services. Develop web service connections as needed to support critical processes, and ensure that they continue to operate correctly.

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.



- **Review Technology Solutions:** Review proposed technological and operational solutions and ensure that they focus on providing timely and accurate information, personalized customer service, robust account management, efficient license and permit processing and fulfillment, and point-of-sale payment. Provide data and analysis support during procurement, requirement gathering, and user testing phases of development.
- **Development of reports:** Utilize Salesforce.com to create custom analyses and lists, reports, and data exports in accordance with user specifications including technical status reports and accurately track / manage issues and risks. Provide support with the collection, documentation, analysis and reporting of active and passive user feedback and other relevant metrics for NYC Business Express to inform continuous process and application improvements.
- **Support Application Logic:** Support the development and entry of business rules that control the NYC Business Express application logic and result in the accurate output of information to the business customer. Adapt the flow of information based on the change to business processes or NYC Business Express content.

Preferred Skills:

- Demonstrable professional experience utilizing advanced analytical skills in a operationally-intensive environment
- Minimum 4 years of intensive experience in the analysis, design, implementation, and support of web-based applications
- Strong database and data manipulation skills – Oracle, MS Access, SQL
- Experience working with Commercial Off-The-Shelf (COTS) software a plus
- Experience working with customer relationship management applications, preferably Salesforce.com and Oracle CRM on Demand
- Excellent MS Office skills: MS Word, MS Excel, MS PowerPoint, MS Visio, MS Project and MS Outlook
- Experience mapping and analyzing the impacts of changes to complex processes and updating technical documentation and executive reports accordingly
- Knowledge of a scripting programming language a plus
- Excellent time management skills and experience in a multi-project environment
- Ability to identify issues proactively through data analysis
- Strong organization, analytical, and problem solving skills
- Excellent written and verbal communications skills with non-technical end users

Qualifications:

- 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

How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line: **City Systems Administrator / Operations Analyst** 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 Title: City Systems Administrator.

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 Title: City Systems Administrator.

Salary range for this position is: \$45,000 to \$60,000 per year

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment

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