



## **FULL TIME POSITION:**

### **Executive Director, Program Management Office**

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#### **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 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:**

The Executive Director will manage the Program Management Office staff and report to the Chief Information Officer. The primary role will be to serve as the leader on a portfolio of projects ensuring that priority, scope, timelines, resources, and approach are clear to the team and to all stakeholders. In addition, the Executive Director will be responsible for assessing the level of effort for projects, assigning the appropriate resources, and assessing project risks. The Executive Director will provide leadership and management to the PMO by providing feedback, direction, and development opportunities to staff. Effective leadership and management will manifest in effectively guiding project teams, ensuring the appropriate analyses is conducted, meeting project goals, managing timelines and successfully implementing new processes. The Executive Director will also be responsible for working with SBS leadership to set appropriate direction, goals, and staffing to ensure project success.

#### **Project/Program Management**

- Provide direct program management where required to one or more major information technology programs
- Lead efforts to 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
- Create structures which assist in agency-wide adherence to the project management life cycle

#### **Management**

- Lead, manage, plan, organize, and direct the work of the PMO.
- Manage relationships with stakeholder to achieve understanding of project life-cycle, resource commitments, roles and responsibilities

#### **Team and function development:**

- Manage the PMO team to provide business analysis and program management support and continuous improvement
- Investigate ways to leverage solutions so that the entire agency benefits from process and system redesign
- Ensure that new processes are supported by robust quality controls

#### **Resource / Tool / System Building:**

- Engage appropriate constituencies to identify technology needs
- Manage successful rollout of new technologies, including the development of testing and training plans and materials

Equal Opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

NYC RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT



## Full Time Position

### **PREFERRED SKILLS AND EXPERIENCE:**

The ideal candidate will have:

- Strong project and program management and leadership skills; the ability to organize and drive projects with diverse stakeholders to timely completion
- Strong orientation toward achieving results, attention to detail, and proven ability to drive toward long-term goals
- Experience leading or assisting with major process redesign initiatives, from definition through implementation and change management
- Experience documenting business requirements and coordinating development and rollout of new and enhanced systems
- Experience with quality assurance operations and methodologies such as CMM a plus
- Understanding of systems design, software architecture and database architecture
- Experience developing testing scripts and end-user documentation
- Excellent analytical, writing, presentation, and communication skills
- Excellent MS Project, Excel, Access, and Visio skills

### **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.

### **How to Apply:**

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

### **ALSO:**

**City Employees:** Apply through Employee Self Service (ESS) at [www.nyc.gov/ess](http://www.nyc.gov/ess) search for Job ID: 185847

**All Other Applicants:** Go to [www.nyc.gov/careers](http://www.nyc.gov/careers) search for Job ID: 185847

**Salary: \$80,000 - \$85,000**

**NOTE:** Only those candidates under consideration will be contacted.