

FULL TIME POSITION: PROJECT MANAGER, FINANCIAL MANAGEMENT & ADMINISTRATION DIVISION

Agency Description

The Department of Small Business Services (SBS) helps unlock economic potential and create economic security for all New Yorkers by connecting New Yorkers to good jobs, creating stronger businesses, and building a fairer economy in neighborhoods across the five boroughs.

Job Description:

- The SBS IT Project Management Office is seeking a talented a highly skilled Project Manager to lead, manage, and organize projects for internal divisions within SBS and to support work associated with the NYC Business portal.
- Most of the internal SBS IT Projects are built on Microsoft Dynamics or COTS (Customized-Off-The-Shelf) products. These products support a range of Small business Programs for Construction Safety, M/WBE Certification, Waterfront Permit, and other programs.
- NYC Business (www.nyc.gov/business) is the City's primary Portal for business customers. The Portal aims to make it easier for businesses to start, operate, and grow in New York City. It allows business owners to learn about regulations, apply for and renew licenses and permits, pay violations, view transactions with various City agencies in one place, and access a range of programs and services.
- Position Overview:
- Project Manager will manage one or more major information system projects under the supervision of the Executive Director, of the PMO. The Project Manager will be working with business stakeholders and technology staff at SBS, other city agencies, and from contracted vendors.

Key Essential Functions:

- Project and program management
- Business requirement gathering
- Business process analysis
- Technology solutions review
- Collection and synthesis of data

Job Responsibilities:

- 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
 - 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
 - Understand how those processes connect to end-user interactions with SBS or the City.
 - Coordinate resources to resolve difficult operations and technological issues
 - Identify opportunities for process improvements.
- Technology solutions review
 - Coordinate with technology staff to review proposed technological and operational solutions

- Ensure solutions focus on creating maximum positive impact on user experience.
- Provide data and analysis support during procurement, requirement gathering, and user testing phases of development.
- 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:

- Extensive experience in managing using SCRUM Agile methodology
- Experience in managing product roadmaps, prioritizing features, and release management
- Excellent stakeholder management experience
- 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

Qualifications:

1. A baccalaureate degree from an accredited college, including or supplemented by twenty-four (24) semester credits in computer science or a related computer field and two (2) years of satisfactory full-time software experience in designing, programming, debugging, maintaining, implementing, and enhancing computer software applications, systems programming, systems analysis and design, data communication software, or database design and programming, including one year in a project leader capacity or as a major contributor on a complex project; or
2. A four-year high school diploma or its educational equivalent and six (6) years of full-time satisfactory software experience as described in "1" above, including one year in a project leader capacity or as a major contributor on a complex project; or
3. A satisfactory combination of education and experience that is equivalent to (1) or (2) above. College education may be substituted for up to two years of the required experience in (2) above on the basis that sixty (60) semester credits from an accredited college is equated to one year of experience. A masters degree in computer science or a related computer field may be substituted for one year of the required experience in (1) or (2) above. However, all candidates must have a four year high school diploma or its educational equivalent, plus at least one (1) year of satisfactory full-time software experience in a project leader capacity or as a major contributor on a complex project.

NOTE: In order to have your experience accepted as Project Leader or Major Contributor experience, you must explain in detail how your experience qualifies you as a project leader or as a major contributor. Experience in computer operations, technical support, quality assurance (QA), hardware installation, help desk, or as an end user will not be accepted for meeting the minimum qualification requirements.

Special Note

To be eligible for placement in Assignment Level IV, in addition to the Qualification Requirements stated above, individuals must have one year of satisfactory experience in a project leader capacity or as a major contributor on a complex project in data administration, database management systems, operating systems, data communications systems, capacity planning, and/or on-line applications programming.

Additional Information: Loan Forgiveness

The federal government provides student loan forgiveness through its Public Service Loan Forgiveness Program (PSLF) to all qualifying public service employees. Working with SBS qualifies you as a public service employee and you may be able to take advantage of this program while working full-time and meeting the program's other requirements.

How to Apply:

THIS POSITION IS OPEN TO CANDIDATES WHO ARE CURRENTLY SERVING PERMANENTLY IN THE TITLE OF COMPUTER SPECIALIST (SOFTWARE) (OR OTHER COMPARABLE TITLES) OR HAVE PASSED AND ARE REACHABLE ON THE STAFF ANALYST LIST OR ARE IN THE 55-A PROGRAM. PLEASE INDICATE IN YOUR COVER LETTER IF YOU ARE PERMANENT IN THE TITLE OR ARE REACHABLE ON THE CIVIL SERVICE LIST.

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job ID: #550197 or submit cover letter and resume via email using the following subject line: **PROJECT MANAGER, FMA to:** and send to **careers@sbs.nyc.gov**

Current SBS Employees: Please email your resume and cover letter including the following subject line: **PROJECT MANAGER, FINANCIAL MANAGEMENT & ADMINISTRATION DIVISION to: HRHELP2@sbs.nyc.gov**

All Other Applicants: Go to www.nyc.gov/jobs search for Job ID: #550197 or submit cover letter and resume via email using the following subject line: **PROJECT MANAGER, FINANCIAL MANAGEMENT & ADMINISTRATION DIVISION** and send to **careers@sbs.nyc.gov**

Salary: \$80,000 - \$109,000

NOTE: Only those candidates under consideration will be contacted. As of August 2, 2021, all new hires must be vaccinated against the COVID-19 virus, unless they have been granted a reasonable accommodation for religion or disability. If you are offered city employment, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by the hiring agency.

As a current or prospective employee of the City of New York, you may be eligible for federal loan forgiveness programs and state repayment assistance programs. Please review the notice to see if you may be eligible for programs and how to apply at nyc.gov/studentloans.

If you do not have access to email, mail your cover letter & resume to:
NYC Department of Small Business Services
Human Resources Unit
1 Liberty Plaza, 11th Floor
New York, New York 10006

The Department of Small Business Services (SBS) is an equal opportunity employer, committed to recruiting and retaining a diverse and culturally responsive workforce. SBS has a zero-tolerance policy for any form of sexual harassment in the workplace, treats all incidents seriously and promptly investigates all allegations of sexual harassment.

All applicants will be considered without regard to actual or perceived race, color, national origin, religion, sexual orientation, marital or parental status, disability, sex, gender identity or expression, age, prior record of arrest; or any other basis prohibited by law. These protections extend to all management practices and decisions, including recruitment and hiring practices, appraisal systems, promotions, training, and career development programs. SBS will continue to provide reasonable accommodations to employees and applicants with disabilities, and for religious observances and practices.



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NOTE: This position is open to qualified persons with a disability who are eligible for the 55-a Program. Please indicate in your cover letter that you would like to be considered for the position under the 55-a. We appreciate the interest and thank all applicants who apply, but only those candidates under consideration will be contacted.