

**City of New York
Department of Information Technology and Telecommunications
Job Vacancy Notice**

Civil Service Title: Administrative Staff Analyst	Level: M2
Title Code No: 10026	Salary: \$50,610/\$54,578-\$114,000
Office Title: Operations Manager	Work location: 4 Metrotech Center
Division/Work Unit: HHS - Connect	Number of Positions: 1

Hours/Shift: Day

Job Description

(New York City Residency required within 90 days of appointment)

Responsibilities will include: Serve as the business lead for major application development, infrastructure support, and/or systems maintenance projects, assuming primary responsibility for representing customer support and policy interests in major procurements, systems implementation, and operations initiatives; Ensure high satisfaction of HHS IT constituents (providers, clients, agency staff) with operational support and performance; Collaborate with the Executive HHS staff to ensure that technical and business operational systems and processes function effectively and accomplish goals set forth in the HHS IT Strategy Roadmap; Supervise staff regarding project management, business analysis, change management and Training and Outreach; Advise the Executive Director/CIO on strategy, policy, program, and operational issues; Function effectively as part of a team to develop and manage annual operations budget as well as other budgets for information systems / infrastructure development projects funded by capital dollars; Build effective working relationships with program and policy executives throughout the City's health and human services agencies, DoITT, NYS agencies and non-profit partner agencies and establish regular communication regarding long term strategic priorities as well as satisfaction with ongoing services and performance; Assist in the creation and maintenance of a continuous improvement program for customer support, system availability, user training, and deployment by improving current business support infrastructure, enhancing policies and procedures for customer support, developing metrics and benchmarks for monthly performance reporting and overseeing production of performance reports; Assist in staffing the executive Steering Committee by providing executive direction regarding meeting scheduling and coordination and developing materials and agendas as necessary; Coordinate and manage timely resolution of system production or deployment issues and emergency system outages; and grant business approval for or denial of planned system outages outside of routine maintenance windows; Assist in the development of procurement documents and execution of procurement plans; Ensure that all policies and procedures for business operations, application support, and other areas are comprehensive and enforced; Oversee external marketing and communications efforts for ACCESS NYC, working in partnership with the Center for Economic Opportunity; Participate and/or lead workgroups and/or committees as needed; special projects/assignments as needed.

Qualification Requirements

1. A baccalaureate degree from an accredited college and four years of satisfactory, full-time progressively responsible clerical/administrative experience requiring independent decision-making concerning program management or planning, allocation for resources and the scheduling and assignment of work, 18 months of which must have been in an administrative, managerial, executive or supervisory capacity. The supervisory work must have been in the supervision of staff performing clerical/administrative work of more than moderate difficulty; or
2. An associate degree or 60 semester credits from an accredited college and five years of satisfactory, full-time progressively responsible experience as described in "1" above, 18 months of which must have been in an administrative, managerial, executive or supervisory capacity. The supervisory work must have been in the supervision of staff performing clerical/administrative work of more than moderate difficulty; or
3. A four-year high school diploma or its educational equivalent and six years of satisfactory, full-time progressively responsible experience as described in "1" above, 18 months of which must have been in an administrative, managerial, executive or supervisory capacity. The supervisory work must have been in the supervision of staff performing clerical/administrative work of more than moderate difficulty; or
4. Education and/or experience equivalent to "1", "2" or "3" above. However, all candidates must possess the 18 months of administrative, managerial, executive or supervisory experience as described in "1", "2" or "3" above. Education above the high school level may be substituted for the general clerical/administrative experience (but not for the administrative, managerial, executive or supervisory experience described in "1", "2" or "3" above) at a rate of 30 semester credits from an accredited college for 6 months of experience up to a maximum of 3 years.

Essential Skills

The preferred candidate should possess: Five (5) years experience in health and human services or related field, of which at least 3 years have been in a managerial capacity is preferred; Direct experience managing Customer Support and/or Technical Operations for information systems, preferably Internet-based systems; Demonstrated experience managing diverse staff and functional areas; Outstanding organizational communication, collaboration and team building skills and ability to function in a matrix environment with collaborative decision making; Experience in systems development lifecycle and strong understanding of information technology systems development, project management, and maintenance practices; Strong written, oral, and general presentation skills.

To Apply:

TO APPLY, PLEASE SUBMIT RESUME INDICATING JVN# TO:
Department of Information Technology and Telecommunications (DoITT)
Recruitment Office 75 Park Place- 5th Floor New York, NY 10007

-or-

e-mail to HHSrecruit@doitt.nyc.gov (indicate 'JVN 1453 - Operations Manager' - in subject line)
SUBMISSION OF A RESUME IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW
APPOINTMENTS ARE SUBJECT TO OVERSIGHT APPROVAL

Post Date: 6/11/08

Post Until: 6/24/08

JVN: 858-2008-001453