

**DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS  
JOB VACANCY NOTICE**

**JVN # 858-07-1782**

**Civil Service Title:** Computer Systems Manager M2-3

**Title Code Number:** 10050 **Salary Range:** \$48,481 - \$114,791

**Office Title:** Siebel Support Lead **Work Location:** 59 Maiden Lane

**Division/Work Unit:** 311 Citizen Service Center **Number of Positions:** 1

**Hours/Shift:** Day\*

**JOB DESCRIPTION**

The Siebel Support Lead will be responsible for leading and supervising the Application Support Team and Technical Architecture Teams to ensure ongoing maintenance and support of 311 applications. Responsibilities will include: Supervise the Teams and Leads that provide ongoing maintenance and support for the 311 applications; Ensure the overall stability, performance and quality of the Siebel environments; Lead production application issue resolution and ensure issue status is continuously communicated; Provide professional guidance and feedback to Application Support Team, Technical Architecture Team, Technical Release Manager and Software Configuration Manager; Inform other Teams of issues that may affect other areas of the 311 program; Work with Software Configuration Manager and Technical Release Manager to develop and implement minor releases.

\*Due to the necessary technical support duties of this position, candidates may be required to work various shifts such as weekends and/or evening shifts. In addition, candidates may be required to be on call 24x7x365.

**PREFERRED SKILLS**

The preferred candidate should demonstrate a strong understanding of Siebel's technical architecture and Relational Database Management Systems (RDBMS). Additionally, the candidate should be highly experienced in the following: Siebel configuration using Siebel version 7.x; Siebel Call Center, Siebel eScript; Siebel workflow manager; Siebel metrics; SQL; Siebel data model; Reports development using Actuate; Configuration design and Enterprise Integration Manager (EIM). The preferred candidate will also demonstrate previous experiences with at least two full-cycle Siebel implementations in a call center environment. Knowledge of Sun Solaris and Oracle 9.x is preferred. Demonstrated knowledge of New York City government; demonstrated leadership, staff development and analytics skills are strongly desired.

Additionally, candidate should demonstrate: Organization, creativity, flexibility, and strong analytical skills; Ability to handle multiple tasks under tight deadlines; Ability to effectively interface with technologists, business owners, and end-users; Call center experience is a plus.

**CIVIL SERVICE QUALIFICATION REQUIREMENTS**

1. A Master's Degree in computer science from an accredited college and three years of progressively more responsible, full-time, satisfactory experience using mainframe, mini- or micro-computer technology in computer applications programming, systems programming, computer systems development, data telecommunications, data base administration, or planning of data processing, at least 18 months of this experience must have been in an administrative, managerial or executive capacity in the areas of computer applications programming, systems programming, computer systems development, data telecommunications, data base administration, or planning of data processing or in the supervision of staff performing these duties, -OR-
2. A Bachelor's Degree from an accredited college and four years of experience as described above; -OR-
3. A four-year high school diploma or its educational equivalent and six years of experience as described above, -OR- Education and experience equivalent to the above. However, all candidates must have at least a high school diploma or its equivalent and must possess at least three years experience as described above, including the 18 months of administrative, managerial, executive or supervisory experience as described above.

**NOTE:**The following types of experience are NOT acceptable; superficial use of preprogrammed software without complex programming, design, implementation or management of the product; use of word processing packages; use of a hand held calculator; primarily the entering or updating of data in a system; the operation of data processing hardware or consoles.

**TO APPLY, PLEASE SUBMIT RESUME INDICATING JVN# TO:**

Department of Information Technology and Telecommunications (DoITT)  
Recruitment Office, 75 Park Place – 9th Floor, New York, NY, 10007

-OR-

E-mail to [311recruit@doitt.nyc.gov](mailto:311recruit@doitt.nyc.gov) (indicate office title in subject line)

**POST DATE:** 1/9/07

**POST UNTIL:** 1/23/07

**JVN:** 858 / 07 / 1782

*(agency code/fiscal yr./number)*