



# COMMISSION ON HUMAN RIGHTS

## JOB VACANCY NOTICE

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| <b>CIVIL SERVICE TITLE: COMPUTER OPERATIONS MANAGER</b>  | <b>LEVEL: M1</b>  |
| <b>TITLE CODE NO: 10074</b>  | <b>SALARY: \$57,210 - \$145,991</b>   |
| <b>OFFICE TITLE: INFORMATION TECHNOLOGY PROGRAM MANAGER</b>  | <b>WORK: 100 GOLD STREET, REQUIRES TRAVEL TO AGENCY'S 5 BOROUGH OFFICES</b> |
| <b>HOURS/SHIFT: 9:00 A.M. -5:00 P.M.; ON OCCASION CANDIDATES WILL BE REQUIRED TO WORK EVENINGS AND/OR WEEKENDS TO SUPPORT THE DUTIES OF THE POSITION</b> |   |

### Job Description

The Commission on Human Rights (the Commission) is the agency charged with enforcing the New York City Human Rights Law (NYCHRL) – one of the most expansive civil rights laws in the nation. Through its Law Enforcement Bureau (LEB), the Commission accepts claims filed by the public, and has the power to initiate its own investigations to affirmatively root out discrimination, harassment, retaliation and other violations of the NYCHRL. The Commission’s Community Relations Bureau (CRB) is empowered to take action against prejudice, intolerance, bigotry, discrimination and bias-related violence or harassment through education, trainings, outreach efforts, and other mechanisms aimed at creating partnerships and relationships with stakeholders in the community. Both bureaus collaborate closely to work towards the shared goal of fostering mutual understanding and respect among all New Yorkers and encouraging equality of treatment throughout the City.

The Information Technology Program Manager will report directly to the Chief Information Officer (CIO) and will manage the implementation of all new technology systems across the various departments of the Commission including offices in each NYC borough.

#### Job Description:

- Oversee all technology solutions implemented at the Commission by vendors and/or the Department of Information Technology & Telecommunications (DoITT).
- Work collaboratively with Commission staff in all locations to ensure successful roll out of technology solution until application is deemed Business As Usual status.
- Develop procedures to maintain data integrity in all Commission systems.
- Develop training solutions that will assist Commission staff in learning technologies used by the Commission.
- Work with CIO and Operations Department to prepare and supervise procurements for

engagements with technology vendors.

- Create project plans for Information Technology (IT) programs and communicate progress and possible risks to CIO.
- Review, maintain and create written IT standards, procedures guidance and policies for all business systems.
- Work with CIO to create IT strategic technology plan that will allow the Commission to be at the forefront of technology in the legal arena.
- Regularly report to leadership on key metrics and developments.
- Work with IT Help Desk Manger and CIO to determine support and trainings required around new technology implementations and enhancements.
- Continuously research, test and understand emerging technology solutions and present any that can benefit the Commission to CIO.
- Performs all duties as needed to advance the work of the Commission.

### **Qualification Requirements**

1. Six (6) years of progressively responsible full-time paid experience supervising or administering computer operations involving a large-scale third generation computer at least 18 months of which shall have been in a managerial capacity.
2. Education at an accredited college or university may be substituted for the general experience described above (but not for the 18 months of managerial experience described above) at the rate of one year of college for 6 months of experience up to a maximum of 4 years college for 2 years or experience. In addition a Master of Business Administration, Master of Public Administration or any other Master's Degree in Management of Administration may be substituted for an additional year of general work experience. However, all candidates must possess the 18 months of administrative or managerial experience or managerial experience described above.

### **Preferred Skills**

- Strong relationships with organizations and groups serving diverse communities in the City and five years' experience working with some of the following people and communities: immigrants; people of color; people with limited English proficiency; people living with HIV/AIDS; lesbian, gay, bisexual and/or transgender people; people with disabilities; people with accommodations issues related to pregnancy, disability or religion; and people with criminal or arrest histories.
- Must be well organized, assertive, and able to work independently and collaboratively.

- Strong work ethic.
- Excellent attention to detail and organizational skills.
- Strong oral and written communication skills.
- Strong people skills and leadership skills.
- Familiarity with the NYCHRL.
- Experience with CRMs solutions, especially with Microsoft Dynamics and/or Salesforce.
- Experience with Digital Signature Implementations.
- Knowledge of Document Management Systems.
- Ability to work extra hours when needed.

### **To Apply**

For City employees: Go to Employee Self-Service (ESS) - [www.nyc.gov/ess](http://www.nyc.gov/ess) and search for Job ID #: 240972

For all other applicants: Go to [www.nyc.gov/careers](http://www.nyc.gov/careers) and search for Job ID #: 240972

**NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED, SUBMISSION OF A RESUME IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW.**

**\*\*NO PHONE CALLS, FAXES OR PERSONAL INQUIRIES PERMITTED. \*\***

**New York City Residency is not required for this position**

**THE NYC COMMISSION ON HUMAN RIGHTS IS AN  
EQUAL OPPORTUNITY EMPLOYER**

POST DATE:

POST UNTIL FILLED: