

**City of New York
CONSUMER AFFAIRS
Job Vacancy Notice**

Civil Service Title: COMPUTER SYSTEMS MANAGER	Level: M4
Title Code No: 10050	Salary: Commensurate with Experience
Office Title: Director, IT Strategy & Project Management	Work location: 42 Broadway, New York, NY
Division/Work Unit: Information Technology	Number of Positions: 1
Job ID: 267379	Hours/Shift: 35 hours (minimum)

Job Description

The NYC Department of Consumer Affairs (DCA) protects and enhances the daily economic lives of New Yorkers to create thriving communities. DCA licenses more than 81,000 businesses in more than 50 industries and enforces key consumer protection, licensing, and workplace laws that apply to countless more. By supporting businesses through equitable enforcement and access to resources and, by helping to resolve complaints, DCA protects the marketplace from predatory practices and strives to create a culture of compliance. Through its community outreach and the work of its offices of Financial Empowerment and Labor Policy & Standards, DCA empowers consumers and working families by providing the tools and resources they need to be educated consumers and to achieve financial health and work-life balance. DCA also conducts research and advocates for public policy that furthers its work to support New York City's communities. For more information about DCA and its work, call 311 or visit DCA at nyc.gov/dca or on its social media sites, [Twitter](#), [Facebook](#), [Instagram](#) and [YouTube](#).

DCA, IT Division seeks an experienced project management professional with strong leadership and management skills to serve as its Director of Project Management Office (PMO). The Director of PMO will serve as a senior member of the IT team. The successful candidate will focus on managing and coordinating the scoping, resourcing and successful implementation of DCA technology and innovation projects.

The person will be the lead for varying levels of PMs, Business Analyst team and QA team, keeping tabs on and mentoring them in their interactions with the project team, clients, and end-users. It is important to enable BAs to be inquisitive and independent. You will ensure that the BAs on project teams are delivering quality deliverables throughout the project life-cycle. Being level-headed, diplomatic, and knowing when to talk instead of email goes a long way in this role.

The Project Management Office will ensure that projects stay on schedule and are not unnecessarily delayed, ensure that budget stays in line with appropriate funding and if requirement changes, they help in developing the appropriate justification for the additional funding. Additionally, the PMO will help ensure that end-users are working closely with the technical personnel to ensure that all parties are in all agreement with the final product/system.

We work in a time where new tools and methods are rapidly emerging, so you need to be open to change and trying new approaches for project delivery. Developing staff to be able to act as Project Managers or User Experience Designers on lean project teams is the kind of adaptability DCA IT needs now as we are planning to use leaner (e.g. Agile Scrum) project delivery methods more and more.

Responsibilities will include:

- Serve as the Head of the Project Management(PM), Business Analysis (BA) and QA (Quality Assurance) group, providing daily direction and mentorship to Junior to Senior BAs, as well as independent/consultant vendors, when required;
- Assumes the PM/ BA role as workload demands, especially in a strong oversight BA capacity for high profile projects;
- Strategic planning and support for the BA group, in coordination with the User Experience and PMO groups within Project Services;

- Support and direct PM/BAs alignment of projects with organizational goals and management of client expectations;
- Establish and manage the DCA project portfolio to facilitate upper management decision-making utilizing a Project Portfolio Management (PPM) tool.
- Oversee various PM projects and ensure successful completion including project triage, mentoring and management.
- Establish and communicate the alignment/integration of Systems Development Life Cycle (SDLC) with DCA Life Cycle Project Management (LPM).
- Manage resource demand, prioritizations, and assignments using DCA portfolio management tool (to be established) and collaboration with other functional managers;
- Regular involvement early on in the development of a project's scope, feasibility, and solution design as well as assignment of PM/BAs;
- Reviews, evaluates, and provides constructive feedback of BA documentation to ensure customer receives the highest quality deliverables;
- Collaborate with other functional areas in DCA to update and maintain DCA project management methodologies;
- Conduct weekly reviews of project status, risks, and issues with the PM/Bas group;
- Manage special projects and initiatives as assigned.

Minimum 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 information technology in computer applications programming, systems programming, computer systems development, data telecommunications, database administration, planning of data/information processing, user services, or area networks 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 baccalaureate degree from an accredited college and four years of experience as described in "1" above; or
3. A four-year high school diploma or its educational equivalent approved by a State's department of education or recognized accrediting organization and six years of experience as described in "1" above; or
4. A satisfactory combination of education and experience equivalent to "1", "2" or "3" above. However, all candidates must have at least a four-year high school diploma or its educational equivalent approved by a State's department of education or recognized accrediting organization and must possess at least three years of experience as described in "1" above, including the 18 months of administrative, managerial, executive or supervisory experience as described in "1" above.

Qualification Requirements (continued)

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.

PLEASE NOTE: New York City Residency is not required for this position.

Preferred Skills

- 7+ years of relevant business, technology and management experience, to include at least 4 years' Agile Scrum experience in requirements analysis, software development/management, testing or database management practices and technologies;
- 4+ years' experience directing and growing an PMs and Business Analysis group.
- Possessing business intelligence and data analysis experience along with more traditional IT business analysis is a

plus;

- Experience integrating User Experience Design and/or Human Centered Design tools in the requirements elicitation and validation process is a big plus;
- Strong vendor and contract management experience;
- High familiarity with User Interface, Application, Data, and Data Integration architecture layers/components within a cloud and on premise environment is a plus;
- Use of sound judgment in creating and implementing efficient processes and procedures and proactive in continuous improvement strategies;
- Strong customer oriented communications;
- Workshop facilitation or training instruction is a plus;
- Ability to strategically assess a portfolio of initiatives and prioritize needs through partnerships with numerous stakeholders and across Project Service's portfolio is a must;
- Outstanding collaboration and team-building skills with all levels of staff;
- Organized and detail-oriented, able to track and work on multiple projects at once;
- Specialized certifications in business analysis (Certified Business Analysis Professional) and/or Scrum/project management (ScrumMaster or Project Management Professional) are strongly preferred; and
- Demonstrates strong written and verbal communication skills, especially honed for executive level communications and presentations.

To Apply

For Non-City/External Candidates: Visit the [External Applicant NYC Careers site](#) and search by Job ID number.

For Current City Employees: Visit [Employee Self Service \(ESS\)](#) to view and click on Recruiting Activities, Careers, and search by Job ID number.

***A RESUME AND COVER LETTER ARE REQUIRED.
PLEASE INDICATE IN YOUR COVER LETTER HOW YOU HEARD ABOUT THIS POSITION.
INCOMPLETE APPLICATIONS WILL NOT BE CONSIDERED.
NO PHONE CALLS, FAXES, E-MAILS OR PERSONAL INQUIRIES PERMITTED.
NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.***

Post Date: 10/13/2016

Post Until: Filled

DCA and the City of New York is an Equal Opportunity Employer.