

City of New York
DEPT. OF HOMELESS SERVICES
Job Vacancy Notice

Civil Service Title: Computer Systems Manager	Level: M1
Title Code No: 10050	Salary: \$51,757.00/\$55,815.00 -\$142,430.00 Frequency: ANNUAL
Office Title: Communications & Mobile Applications Manager	Work location: 33 Beaver Street MANHATTAN, NY 10004
Division/Work Unit: Administration/Office of Information Technology	Number of Positions: 1
Hours/Shift: Mon.-Fri. 9:00AM to 5:00PM	Agency Tracking #: 2844 POSITION#: 1900

Job Description

The NYC Department of Homeless Services (DHS) seeks a motivated, dynamic Communications and Mobile Applications Director (CMA) to join its innovative technology team in revolutionizing Homeless Management Information Systems. The NYC Department of Homeless Services (DHS) uses the latest technologies and enterprise-wide application solutions in its groundbreaking work to prevent homelessness and improve the agency's business operations.

The ideal candidate will be experienced in a fast-paced environment, is customer-service oriented, has a wide spectrum of mobile applications, communications or public relations, research and evaluation experience and is a problem-solver with strong communication skills, able to quickly identify critical elements in complex business processes and who is able to take initiative, work independently and collaborate effectively with others.

The CMA Director will develop a communications and mobile applications plans to assess the agency's mobile application needs, address scientific and programmatic developments in terms of public facing technologies for the homeless nationally and internationally and manage public facing research and evaluation projects.

RESPONSIBILITIES

- Oversee all public-facing technology efforts, mobile applications and day-to-day management of related staff and operations.
- Manage multiple projects and development teams, including quality assurance professionals.
- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Coordinate application programming teams involved with the development and implementation of complex networked on-line information systems using appropriate hardware, software, imaging technology, telecommunications and data transfers between hardware platforms which will meet user requirements.
- Meet with agency Senior Management to define and develop overall business objectives and prioritizes major initiatives and information system projects that will fulfill these objectives.
- Coordinate the planned upgrade and modification of existing information systems to take full advantage of newer, lower cost technologies.
- Plan and implement detailed project plans, prepare written status reports, and provide status of assigned projects at user review meetings.
- Collect and analyze user/customer requirements of Agency Responsibility Areas/Responsibility Centers and propose automation alternatives based on project justification and cost/benefits analyses.
- Direct the activities of subordinate staff involved in translating user requirements into design documents and programmer specifications.
- Plan and direct development, quality assurance testing activity and regression testing at various stages of application development.
- Establish and maintain collaborative relationships with business customers; prioritize projects to deliver the most value; communicate data-driven insights to business areas to drive action.
- Stay informed of industry trends and developments leverage latest technology and tools available and advocate for updates as needed.

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, database 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.

Preferred Skills

Strong attention to detail and excellent oral and written communication skills; Expertise in data analyses using statistical programs; Experience in implementing/maintaining ongoing quality assurance protocols, ensuring database integrity; Strong project management skills; Demonstrated success in managing and coordinating with staff across multiple projects and successful leadership of cross-functional teams; Willingness to commute to internal/external agencies, meetings and conferences as needed.

Residency Requirement

New York City Residency is not required for this position.

To Apply:

For City Employees, please go to Employee Self Service (ESS), click on Recruiting Activities/Careers.

For all other applicants, please go to NYC Careers by using the following link <https://a127-jobs.nyc.gov/>.

Most public libraries have computers available for use.

No phone calls, faxes, e-mails and personal inquiries permitted.

Post Date: 8/19/2015

Post Until: 9/2/2015

JVN: 071-2016-208029

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