

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

<b>Civil Service Title:</b> Computer Systems Manager	<b>Level:</b> M2
<b>Title Code No:</b> 10050	<b>Salary:</b> \$58,675/\$63,275 - \$150,000
<b>Business Title:</b> 311 Program Director	<b>Work Location:</b> Brooklyn, NY
<b>Division/Work Unit:</b> Project Services	<b>Number of Positions:</b> 1
<b>Job ID:</b> 225040	<b>Hours/Shift:</b> Due to the necessary technical management duties of this position in a 24/7 operation, candidate may be required to be on call and/or work various shifts such as weekends and/or nights/evenings.

**Job Description**

**Who We Are:**

The NYC Department of Information Technology & Telecommunication (DoITT) is New York City government's technology leader. Our mission is to modernize IT infrastructure and service delivery in government; implement state-of-the-art information technology solutions to improve public services; make government more transparent and accountable; and employ cutting-edge tools, methods, and partnerships to empower New Yorkers. Our services touch every aspect of City life: from public safety to human services, from education to economic development, our services cross the full spectrum of governmental operations.

To fulfill our mission, we develop and support applications, maintain efficient and reliable computing and network platforms, develop sophisticated security tools and policies, and ensure the reliability of IT infrastructure and enterprise systems through redundancy and disaster recovery planning. We also negotiate service agreements with telecommunications providers doing business with City agencies, and administer franchise agreements with telecommunications and cable television providers that serve NYC residents.

**The Opportunity:**

Our Project Management Office (PMO) has an opportunity for an experienced, customer-oriented Program Director to oversee the replacement and re-architecture of the City of New York's 311 Call Center Customer Service Management System (CSMS). The 311 Call Center was established in 2003 to provide City residents with a single point of contact for accessing non-emergency City government information and services. The Call Center is the largest of its kind in the U.S., receiving on average 50,000 calls per day. 311 operates 24 hours a day, 365 days a year, and can handle calls spanning over 3,000 topics.

311's current CSMS is built on Oracle's Siebel Customer Relationship Management (CRM) software and has been in use since the Call Center opened in 2003. The technology stack and software is highly customized and offers limited expandability and scalability for new initiatives or high-volume scenarios. The Program Director will work with external vendors and City stakeholders to deliver a more customer-centric, cost-effective, and extensible system that's fully scalable, leverages a rich CRM feature set, offers APIs, and integrates seamlessly with other City applications.

**What You Will Do:**

Reporting to the Project Services division, the 311 Program Director will contribute to one of the City's most high-profile IT projects: the modernization of the City's primary customer service portal. You will utilize your deep experience in project and program management to:

- Gain a strong understanding of the 311 current state and ensure that business and technical requirements for the new platform are achieved;
- Administer and support a governance model that enables and requires participation from many stakeholder agencies;
- Ensure that program activities and team members work toward and meet the overall goals and objectives of the program;
- Plan and execute strategies and engagements that best position 311 and partner agencies to deploy an easy to use, customer centric experience within a fast-paced milestone schedule;
- Tightly manage the System Integrator, related vendors, and assigned City resources to stay within the project's timeline commitments, budget and scope, while following relevant contracts, processes and procedures;
- Become familiar with and adhere to DoITT and Citywide policies and standards, especially those related to cyber security, privacy, and project delivery;
- Be an innovative and proactive leader who can direct a large team away from major risks and independently resolve critical issues with minimal escalation to executives;
- Promote collaboration between stakeholders and the program team;
- Clearly and consistently report accurate program progress to high level executives;
- Plan for near production training and the Day 2 support model, which is critical to the new 311 platform's success;
- Manage special projects and initiatives as assigned.

The position's responsibilities include commitment to and compliance with the City's EEO policy.

**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.

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.

#### Preferred Skills

We are looking for candidates who not only have the required experience and skills, but can demonstrate a high level of professionalism and customer service. If you are an IT professional who combines high business acumen with technical expertise and team collaboration, you are strongly encouraged to apply. Our ideal candidate possesses the following experience and skills:

- Deep program management experience (5+ years) utilizing agile (Scrum), waterfall, and hybrid methodologies;
- Proven success overseeing the on-time delivery of large complex programs led by System Integrators and their subcontractors;
- Delivery of rich and highly secure CRM or similar platform(s), preferably for a 24x7 customer contact center, that supports multiple service request channels and high-level functions such as Customer Management, Service Request Management, Knowledgebase and Content Management, Search, Correspondence Management, Business Intelligence and Reporting, and Administration;
- Experience integrating government and/or multiple lines of a business organization's services into one system is a plus;
- High familiarity with User Interface, Application, Data, and Data Integration architecture layers/components within a cloud and on premise environment;
- Integration of API and open platforms that promote civic engagement and innovation;
- Management of projects focused as equally on customer-centric functionality and usable user interfaces as on a robust backend infrastructure;
- Management of staff or team members responsible for customer support, project management, system architecture, design, deployment, network and storage infrastructure technology, and IT systems sustainment;
- Ability to prioritize activities associated with large program deployments;
- Outstanding collaboration and team-building skills with technical and non-technical members;
- Strong written and verbal communication skills, especially honed for executive level communications;
- Excellent analytic, organization, presentation and facilitation skills.

#### To Apply

For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #225040

For all other applicants, please go to [www.nyc.gov/jobs/search](http://www.nyc.gov/jobs/search) and search for Job ID #225040

-or-

If you do not have access to a computer, please mail resume indicating Job ID # to:

Department of Information Technology and Telecommunications (DoITT)

Recruitment Office - 255 Greenwich Street - 9th Floor - New York, NY 10007

SUBMISSION OF A RESUME IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW

APPOINTMENTS ARE SUBJECT TO OVERSIGHT APPROVAL

**Posting Date:** December 24, 2015

**Post Until:** Filled

The Department of Information Technology & Telecommunications and the City of New York are equal opportunity employers.