

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

Civil Service Title: Computer Associate (Operations)	Level: 02
Title Code No: 13621	Salary: \$55,556/\$63,889 - \$78,000
Business Title: Change Management Operations Specialist	Work Location: Brooklyn, NY
Division/Work Unit: IT Services	Number of Positions: 1
Job ID: 241729	Hours/Shift: Day - Due to the necessary technical support duties of this position in a 24/7 operation, candidate may be required to work various shifts such as weekends and/or nights/evenings.
Job Description	
<p>DoITT provides for the sustained, efficient and effective delivery of IT services, infrastructure and telecommunications to enhance service delivery to New York City's residents, businesses, employees and visitors. As the City's technology leader, DoITT is responsible for maintaining the foundational IT infrastructure and systems that touch every aspect of City life from public safety to human services, from education to economic development crossing the full spectrum of governmental operations.</p> <p>The successful candidate will serve as Change Management Operations Specialist reporting to the IT Services Division. Responsibilities will include: Work with teams to integrate change management activities into the overall project plan; identify performance gaps, and work to develop and implement corrective actions; identify potential risks and anticipated points of resistance, and develop specific plans to mitigate or address the concerns; work with agencies to help them conform to Change Management procedures/and operations; provide direct support and coaching to front-line Operations managers and supervisors as they help their direct reports through transitions; help drive process/procedure improvements; participate in and support the running of Change Advisory Board (CAB) meeting to review technical changes; effectively and efficiently communicate change impact assessment and change adoption status to business and IT stakeholders; conduct post implementation CAB review meetings ensuring changes have met their objectives and provide feedback on corrective and preventative actions as needed; create statistical reports in Excel; work to drive faster adoption, higher ultimate utilization and greater proficiency of the changes that impact employees in the organization to increase benefit realization, value creation, and the achievement of results and outcomes; review and approve/reject changes based on a situational awareness of the details of the change and the groups being impacted by the change in support of day to day operations; coordinate Change Management scheduling conflicts/deviations; identify change impacts as a result of proposed process and/or organizational changes; and perform special projects and initiatives as assigned.</p>	
Minimum Qualification Requirements	
<p>1. A certificate from an accredited technical school (approximately 675 hours) with a specialization in computer operations, and two years of satisfactory full-time experience, acquired within the last eight years, working on large-scale mainframe computer operations or mainframe data communication networks;</p> <p>or</p> <p>2. A baccalaureate degree from an accredited college and three years of satisfactory full-time experience, acquired within the last eight years, as described in "1" above;</p> <p>or</p> <p>3. A four-year high school diploma or its educational equivalent and four years of satisfactory full-time experience, acquired within the last eight years, as described in "1" above;</p> <p>or</p> <p>4. A satisfactory combination of education and/or experience equivalent to "1", "2", or "3" above. However, all candidates must have at least two years of full-time experience, acquired within the last eight years, as described in "1" above.</p>	
Preferred Skills	
<p>The preferred candidate should possess the following: 8+ years experience in Change Administration in a large complex tech environment; experience in Change Administration in a large complex tech environment; knowledge of Remedy Change Management System; ITIL Foundations certification; knowledge of Remedy software; strong written, oral and interpersonal communication skills; demonstrated facilitation skills working with cross-functional technical teams; good problem identification skills; database management skills; ability to coordinate and organize meetings; experience with software conversions, proficiency with Excel; a Bachelor's and/or Masters degree in a related discipline from an accredited college/university.</p>	
To Apply	
<p>For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #241729 For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #241729</p> <p style="text-align: center;">-or-</p> <p>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</p> <p style="text-align: center;">SUBMISSION OF A RESUME IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW APPOINTMENTS ARE SUBJECT TO OVERSIGHT APPROVAL</p>	
Posting Date: June 7, 2016	Post Until: Filled

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