

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

Civil Service Title: Computer Systems Manager	Level: M2
Title Code No: 10050	Salary: \$60,435/\$65,173 - \$125,000
Business Title: Business Analysis Manager	Work Location: Brooklyn, NY
Division/Work Unit: Project Services	Number of Positions: 1
Job ID: 262065	Hours/Shift: 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

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.

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.

The Opportunity

We are looking for a solid, confident, customer oriented, and collaborative Manager to lead DoITT's Business Analysis (BA) group, the sibling of the User Experience, Project Management Office, and Solution Design groups comprising the Project Services unit at DoITT. DoITT's Project Services team is often on the vanguard of innovation and the BA group is recognized as a leader in Business Analysis within the City of New York. Here's one reason why, see NYC.gov/nycproject. The BA group is charged with eliciting and documenting user requirements on small to extremely large enterprise technology programs that are both public and internal facing. For example, DoITT created and relaunched NYC.gov; built, maintains, and are about to replace 311; will have a large technical role in overhauling the City's procurement process; and are working on creating a site to help NYC's small businesses "Start, Run, and Grow."

You will be the lead for varying levels of Business Analysts, 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.

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 DoITT needs now as we use leaner (e.g. Agile Scrum) project delivery methods more and more. Finally, you're going to work closely with functional leads and all levels of staff across DoITT and at other agencies, but working in close collaboration with your fellow managers in Project Services so that it continues to adapt and innovate is just as important.

Responsibilities will include:

- Serve as the Manager of the Business Analysis (BA) group, providing daily direction and mentorship to Junior to Senior BAs, as well as independent/consultant vendors, when required;
- Assumes the 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 BAs alignment of projects with organizational goals and management of client expectations;
- Manage and coordinate interagency project activities and relationships, especially as it pertains to BAs in the in-house consulting InSource Program;
- Own and maintain discrete requirements software tool(s) (e.g. Caliber) or aspects of Application Lifecycle Management tool;
- Manage a professional development program that continuously trains BAs (from within DoITT and other agencies) to efficiently deliver quality projects;
- Manage resource demand, prioritizations, and assignments using DoITT's portfolio management tool 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 BAs;
- Reviews, evaluates, and provides constructive feedback of BA documentation to ensure customer receives the highest quality deliverables;
- Collaborate with other functional areas in DoITT to update and maintain DoITT's project management methodologies;
- Conduct weekly reviews of project status, risks, and issues with the BAs;
- Collaborate with other functional areas to integrate Human Centered Design practices in analysis and project delivery;
- 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.

The preferred candidate should possess the following:

- 8+ years of relevant business, technology and management experience, to include at least 3 years' Agile Scrum experience in requirements analysis, software development/management, testing or database management practices and technologies;
- 4+ years' experience directing and growing an IT Business Analysis group with 5+ BAs who interface directly with customers within a technology services delivery environment (4+ years);
- 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 City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #262065
For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #262065

-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: September 16, 2016

Post Until: Filled

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