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

Civil Service Title: Computer Systems Manager

Title Code No: 10050

Business Title: Senior Director, IT Business Analysis & Quality Assurance

Division/Work Unit: Business Solutions Delivery

Job ID: 286363

Level: M3

Salary: $67,060 - $72,319 - $150,000

Work Location: Brooklyn, NY

Number of Positions: 1

Hours/Shift: Day - 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.

The Opportunity:
We are looking for a solid, confident, customer oriented, and collaborative Senior Director to lead DoITT’s IT Business Analysis (BA) and Quality Assurance (QA) groups, the siblings of the User Experience and Solution Design groups comprising the NYC Gov Lab & Studio unit at DoITT. DoITT’s NYC Gov Lab & Studio team is often on the vanguard of technology innovation and the BA and QA groups are recognized as a leader in their areas within the City of New York. This position and the combining of the BA and QA groups under one lead is new for DoITT. 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 while QA makes sure the systems work as required by stakeholders. However, DoITT is looking to leverage common skills and activities found in the BA and QA roles in order to cross-train select staff members to work on smaller agile teams delivering in a more iterative and continuous manner on projects such as alpha.nyc.gov, 311, Open Data, NYC.gov, and the City’s intranet.

The Senior Director, IT Business Analysis & Quality Assurance will execute on combining the Business Analysis and Quality Assurance groups in an effort to develop blended BA and QA roles within an increasingly Agile Scrum environment; Identify and guide cross-training plans, promote innovation and user-centric approaches to new solutions, develop new processes that support a fast-paced environment, oversee and possibly create new policies, provide resource management and prioritization oversight, and evaluate possible tools for adoption that support both groups. You will work closely with your direct reports to innovate, develop, maintain, and enforce best practices in all areas; Providing exceptional external and internal customer service as well as being a mentor to more junior resources is critical in this Senior Director role; Working closely with functional leads and all levels of staff across DoITT as well as at other agencies, but working in close collaboration with your fellow managers in NYC Gov Lab & Studio so that it continues to adapt and innovate is just as important.

Responsibilities will include:

• Serve as the Senior Director of the Business Analysis (BA) and Quality Assurance (QA) groups, providing daily direction and mentorship to Directors, Junior to Senior BA and QA analysts, as well as independent/consultant vendors, when required;
• Strategic planning and support for the BA and QA groups, in coordination with the other groups within NYC Gov Lab & Studio and DoITT’s larger organizational goals;
• Adhere to policies and guidelines;
• Manage and coordinate interagency project activities and relationships, especially as it pertains to BAs and QA Analysts in the in-house consulting InSource Program;
• Manage and participate in a professional development program that continuously trains BAs and QA Analysts (from within DoITT and other agencies) to efficiently deliver quality projects;
• Manage resource demand, prioritization, and assignments using DoITT’s portfolio management tools and collaborating with other functional managers;
• Regular involvement early on in the development of a high-level project’s scope, feasibility, and solution design as well as assignment of resources;
• Review, evaluate, and provide constructive feedback on BA and QA documentation to ensure customer receives the highest quality deliverables;
• Collaborate with other functional areas in DoITT to update, understand and comply with DoITT’s project management and other methodologies;
• Conduct regular team meetings to instill a culture of openness and bidirectional feedback; and
• Collaborate with other functional areas to integrate Human Centered Design practices in analysis and project delivery.

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, database administration, planning of data/information processing, user services, or area networks.
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**

If you have been in a position of working in both of the BA and QA areas and have demonstrated leading an organization through change as described here, then we really want to hear from you.

The successful candidate should possess the following skills and experience:

- 12+ years of relevant business, technology, and management experience, to include at least 3 years’ Agile Scrum experience in requirements analysis, software development/management, and testing practices;
- 4+ years’ experience directing and developing an organization, ideally either across functional areas or more specifically in an IT Business Analysis and/or Quality Assurance group with 8+ resources who interface directly with customers within a technology services delivery environment;
- Organizational planning and management experience;
- 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;
- 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 NYC Gov Lab & Studio’s portfolio is a must;
- Outstanding collaboration and team-building skills with all levels of staff;
- Specialized certifications in business analysis (Certified Business Analysis Professional) and/or Scrum/project management (ScrumMaster or Project Management Professional), and/or Quality Assurance are strongly preferred;
- Demonstrated strong written and verbal communication skills, especially honed for executive level and customer 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 #286363

For all other applicants, please go to [www.nyc.gov/jobs/search](http://www.nyc.gov/jobs/search) and search for Job ID #286363

-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

**Posting Date:** April 6, 2017

**Post Until:** Filled

The Department of Information Technology & Telecommunications and the City of New York are equal opportunity employers. DoITT participates in E-Verify.