

City of New York
CONSUMER AFFAIRS
Job Vacancy Notice
REPOSTED

Civil Service Title: COMPUTER SYSTEMS MANAGER	Level: M4
Title Code No: 10050	Salary: Commensurate with Experience
Office Title: Executive Director, Network Operations & Support	Work location: 42 Broadway, New York, NY
Division/Work Unit: Information Technology	Number of Positions: 1
Job ID: 268951	Hours/Shift: 35 hours (minimum)

Job Description

The NYC Department of Consumer Affairs (DCA) protects and enhances the daily economic lives of New Yorkers to create thriving communities. DCA licenses more than 81,000 businesses in more than 50 industries and enforces key consumer protection, licensing, and workplace laws that apply to countless more. By supporting businesses through equitable enforcement and access to resources and, by helping to resolve complaints, DCA protects the marketplace from predatory practices and strives to create a culture of compliance. Through its community outreach and the work of its offices of Financial Empowerment and Labor Policy & Standards, DCA empowers consumers and working families by providing the tools and resources they need to be educated consumers and to achieve financial health and work-life balance. DCA also conducts research and advocates for public policy that furthers its work to support New York City's communities. For more information about DCA and its work, call 311 or visit DCA at nyc.gov/dca or on its social media sites, [Twitter](#), [Facebook](#), [Instagram](#) and [YouTube](#).

DCA is seeking Executive Director to lead work groups to develop enterprise IT standards and oversee the execution and adherence to enterprise standards.

- Lead necessary analyses to further the direction of enterprise IT.
- Oversee support of the production and non-production environments.
- Oversee execution of break fixes in the production and non-production environments.
- Oversee the management, support and maintenance of our technology portfolio.
- Provide direction on the integration of technology infrastructure, hardware, software and security to support [24x7 availability] existing and new digital product development.
- Deep technical understanding across Microsoft and other cloud architecture such as Software as a Service (**SaaS**); Platform as a Service (**PaaS**) and Infrastructure as a Service (**IaaS**);
- Manage team responsible for system administration and infrastructure, product deployment and quality assurance, including off-hour support.
- Oversee all Network operations, support coordinating internally as well as with external technology partners.
- Lead a team to ensure that all technical systems and processes function effectively and accomplish the goals around design and data integration.
- Work with Project and Product Managers to determine timelines and project tasks.
- Engage with the development teams to provide production management support input for the design of application maintenance builds, including making strategic architecture and application technology decisions to support product operations.
- Build strong relationships with the City's centralized IT agency (DoITT) to coordinate successful deployments and ongoing support of our technologies on the city's shared services platform.
- Collaborate closely with the Director of Application Development and Integration to ensure application development efforts align with enterprise standards.
- Work with the Division of Administration and Finance to manage annual budget and software license renewals; support the development and evaluation of technology-related procurements;

- Negotiate and manage vendor scope, project delivery and execution.
- Appropriately identify priorities and potential project roadblocks, including major improvements or modifications in ongoing Agency and division missions; Briefing the CIO periodically on work progress and key projects.

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.

Qualification Requirements (continued)

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.

PLEASE NOTE: New York City Residency is not required for this position.

Preferred Skills

- Self-starter with the ability to learn and respond to network/security issues with a high sense of urgency and ownership while understanding how they affect the bigger picture;
- Ability to work effectively with a diverse set of internal and external client and to create and maintain key partnerships across DoITT and other agencies to help our users understand the available tools for them to execute on their day to day responsibilities;
- Strong people manager with a focus on coaching, development and ongoing success of the Network Operations talent Substantial management experience, demonstrating what it takes to catalyze cultural transformation;
- Proven ability to balance tactical and strategic priorities, elevating team members with process and prioritization;
- Deep technical understanding across operational disciplines, including virtualization, networking, storage, automation and databases;
- Strong project management skills;
- Good understanding of management skills and team leadership qualities;
- Networking background and a strong understanding of a Metropolitan Area Network environment which encompasses the five boroughs of New York;
- Familiarity with Cisco products such as switching;
- Data Center build experience is also a plus;

To Apply

For Non-City/External Candidates: Visit the [External Applicant NYC Careers site](#) and search by Job ID number.

For Current City Employees: Visit [Employee Self Service \(ESS\)](#) to view and click on Recruiting Activities, Careers, and search by Job ID number.

***A RESUME AND COVER LETTER ARE REQUIRED.
PLEASE INDICATE IN YOUR COVER LETTER HOW YOU HEARD ABOUT THIS POSITION.
INCOMPLETE APPLICATIONS WILL NOT BE CONSIDERED.
NO PHONE CALLS, FAXES, E-MAILS OR PERSONAL INQUIRIES PERMITTED.
NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.***

Post Date: 10/24/2016

Post Until: Filled

DCA and the City of New York is an Equal Opportunity Employer.