Civil Service Title: CITY RESEARCH SCIENTIST  |  Level: II

Title Code No: 21744  |  Salary: $70,286.00/$80,829.00*  
*minimum with two years of continuous city service

Office Title: Senior Research Analyst  |  Work location: 42 Broadway, New York, NY

Division/Work Unit: Technology & Strategic Solutions (DoTSS)  |  Number of Positions: 1

Job ID: 367625  |  Hours/Shift: 9:00 AM - 5:00 PM

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.

The New York City Department of Consumer Affairs (DCA), Division of Technology and Strategic Solutions (DoTSS) is responsible for providing quality business, technical and IT system support to our users. This commitment is realized through collaboration, strong relationships and a unified vision with our partners at DCA in order to provide quality technological solutions to our business needs. Providing these services allows us to ensure that DCA continues its tradition of delivering excellent service to the residents of New York City.

The DoTSS Reporting team plays a critical role in providing timely and accurate operations data to stakeholders in order to comply with public reporting needs, increase the agency’s transparency and, provide direct informational support to our decision makers as they shape DCA’s policies, practices, and procedures. In addition to operational reporting, the unit coordinates collaboration on quality improvement initiatives, designs and implements performance management systems and tools, and recommends new analyses and analytic projects to improve agency outcomes.

DCA is seeking a highly skilled Senior Research Analyst with a strong background in assessing data quality, a track record of applying appropriate analytical techniques to solve complex organizational and operational challenges, and an entrepreneurial spirit with the ability to think outside the box to design and implement novel solutions. Working in close contact with the Manager of Data Analytics and Reporting, and other DoTSS Reporting team members, the selected candidate will be responsible for spearheading analytic, innovation, and reporting efforts across the agency to ensure efficiency, accountability, and transparency in DCA operations.

**As a Senior Research Analyst you will:**

1. Report to the Manager of Data Analytics and assist with the development and implementation of analytic, policy, and planning strategies to achieve agency-wide goals;

2. Conduct routine data and statistical analysis designed to enhance the understanding of agency operations and to support consumer protection and financial empowerment objectives;

3. Apply research and analytics best practices to evaluate program success and division performance;

4. Serve as research support for special initiatives and projects;

5. Coordinate with the External Affairs and Communications divisions in the provision of agency data to the press, elected officials, and other interested parties;
6. Consult on data sharing projects between DCA and other governmental and non-governmental entities;

7. Utilize self-authored SQL to support the agency’s reporting team on an as-needed basis, analyzing and summarizing large datasets extracted directly from DCA’s reporting databases;

8. Collaborate on the design, development, and implementation of web-based GIS tools, including smart routing applications designed to effectively allocate agency’s consumer protection resources and;

9. Collaborate on the design, development, and implementation of public-facing web-based tools designed to enhance agency transparency.

The optimal candidate will be able to demonstrate a track record of success in the following areas:

- Promotion of innovative analytic approaches that provide greater insight into organizational operations and outcomes;
- Use of statistical packages to perform complex statistical analysis including, but not limited to; program evaluation, outcomes forecasting, and risk assessment;
- Outcomes-based program design and implementation;
- Excellent quantitative and problem-solving skills. Demonstrated commitment to data-driven decision making;
- Survey design, implementation, analysis and reporting;
- Superior written and oral communication skills and demonstrated ability to communicate effectively in public forums and to executive audiences;
- Ability to manage multiple ad-hoc intake requests and long-term projects simultaneously;
- Ability to improve data quality by identifying and resolving data quality issues.

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<th>Minimum Qualification Requirements</th>
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<td>To be appointed to Assignment Level II and above, candidates must have:</td>
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1. A doctorate degree from an accredited college or university with specialization in an appropriate field of physical, biological, environmental or social science and one year of full-time experience in a responsible supervisory, administrative or research capacity in the appropriate field of specialization; or

2. A master's degree from an accredited college or university with specialization in an appropriate field of physical, biological, environmental or social science and three years of responsible full-time research experience in the appropriate field of specialization; or

3. Education and/or experience which is equivalent to "1" or "2" above. However, all candidates must have at least a master's degree in an appropriate field of specialization and at least two years of experience described in "2" above. Two years as a City Research Scientist Level I can be substituted for the experience required in "1" and "2" above.

NOTE:
Probationary Period
Appointments to this position are subject to a minimum probationary period of one year.

**PLEASE NOTE:** New York City residency is generally required within 90 days of appointment. However, City Employees in certain titles who have worked for the City for 2 continuous years may also be eligible to reside in Nassau, Suffolk, Putnam, Westchester, Rockland, or Orange County. To determine if the residency requirement applies to you, please discuss with the agency representative at the time of interview.

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<th>Preferred Skills</th>
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<td>Proficiency with a wide variety of analytic and business intelligence tools, including: IBM Cognos, Tableau, advanced Excel (e.g. VBA Macros), and others;</td>
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<td>Proficiency with statistical software packages (R, SAS, SPSS, STATA)</td>
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<td>Writing SQL queries, Stored Procedures, and Optimizations in Microsoft SQL Server;</td>
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<td>Strong organizational and project management skills; detail oriented with the ability to multi-task and work both</td>
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independently and as part of a team;

- Familiarity with Accela’s Civic Platform a strong plus;
- Familiarity with Object Oriented Programming (OOPS) a plus;
- Intermediate knowledge of GIS tools including Esri GIS products, CartoDB, and Leaflet (JavaScript) 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.

*Appointments are subject to Office of Management and Budget (OMB) approval

| Post Date: 09/28/2018 | Post Until: Filled |

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