

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

Civil Service Title: Computer Systems Manager	Level: M1
Title Code No: 10050	Salary: \$54,643/\$58,926 - \$87,812
Business Title: Manager, Service Desk	Work Location: Brooklyn, NY
Division/Work Unit: IT Services	Number of Positions: 1
Job ID: 267750	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.

The successful candidate will serve as a Manager, Service Desk reporting to the IT Services Division. Responsibilities will include: Manage the performance of Tier 1 and Tier 2 support and services to customers; ensure customer expectations are met; review survey feedback to improve services, tools and support experience; responsible for ensuring staff are meeting defined metrics; document, develop, and mature policies and procedures; manage and coordinate urgent and complicated support issues; act as escalation point for requests and incidents; manage and oversee the quality, performance and productivity of the staff through, coaching, mentoring and training including career development; takes the lead role for the division's workforce manager role which includes but not limited to: building and maintaining the Calabria Workforce Management System, forecasting of work volume, scheduling, staffing, and real time adherence and conformity; analyze real time and historical contact center performance and identify opportunities to improve performance; drive continuous improvements and reinforce ITIL standards, serve as management liaison to internal and external service providers; manage the coordination of I training for Service Desk staff; obtain training material for support staff; coordinate staff training with internal Tier 2 support staff; provides direct supervision to Service Desk managers and supervisors and ensures appropriate development plans and performance management is in place for all staff; provide data and reporting of KPI's and trends to management; drive and develop strategies for improvement; manage special Service Desk projects 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.

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.

Preferred Skills

The preferred candidate should possess the following: 7+ years of IT work experience including managing team(s) in large multi-platform environments; ITIL Certification a plus; excellent verbal and written communication skills; demonstrated high level of analytical and problem solving skills; strong negotiation and influencing skills; ability to be on-call and work during off hours; previous experience transforming a HelpDesk to a Service Desk environment; managed a centralized knowledge base of known errors; implemented a technical training program; implemented solutions to increase first call resolution rates; managed a team that utilizes remote support tools; developed a defined methodology surrounding departmental policies, processes and procedures.

To Apply

For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #267750
For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #267750

-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: October 18, 2016	Post Until: Filled
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