

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

Civil Service Title: Computer Systems Manager	Level: M4
Title Code No: 10050	Salary: \$75,338/\$81,245 - \$160,000
Business Title: Assistant Commissioner, Service Operations	Work Location: Brooklyn, NY
Division/Work Unit: Service Management	Number of Positions: 1
Job ID: 269884	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

The Department of Information Technology and Telecommunications (DoITT) provides for the sustained, efficient and effective delivery of IT services, infrastructure and telecommunications to enhance services for 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, and from education to economic development, crossing the full spectrum of governmental operations.

DoITT has recently created a new division called Service Management to serve as a point of entry for agencies to engage with DoITT and own responsibility for ensuring quality customer service and continuous agency satisfaction. DoITT aims to promote a culture of organizational responsiveness to its customer base, both internal and external. The division is responsible for overseeing Business Relationship Management, Service Operations, and Service Quality Management, including management and oversight of: Agency Relations, Demand Management, Service Offerings and SLAs, Service Requests, Citywide Service Desk; and ITSM Process Ownership and Incident/Problem/Change Management processes.

The Service Management division seeks a dynamic and motivated individual, experienced in successfully driving cultural change, to serve as the Assistant Commissioner for Service Operations, reporting to the Deputy Commissioner of Service Management.

Responsibilities will include:

- Oversee the following teams:
 - **Citywide Service Desk:** Serve as the single point of contact between the DoITT service provider and the users/customers to manage Incidents and Requests, and handle related communications with the users. This team provides 24x7x365 support.
 - **Incident Management:** Ensure that normal service operation is restored as quickly as possible and the business impact is minimized. This team is expected to provide 24x7x365 support.
 - **Problem Management:** Review problem trends, determining root cause and proactively taking actions to remediate the risk of future reoccurrences by recommending and driving the implementation of solutions.
 - **Change Management:** Coordinate all change functions within DoITT.
- Promote a culture of continuous improvement and customer service excellence with visible metrics and KPIs;
- Train, coach and mentor teams, providing career development and overseeing overall direction;
- Serve as the point of escalation for challenging and unresolved requests and incidents;
- Remain accountable for ensuring the level of quality and delivery of service both in respect of operating performance and support resolution, provided through internal and outsourced teams;
- Evaluate existing team processes, identify improvement opportunities, implement changes, and evaluate and measure success;
- Establish and improve ITSM policies and processes to continually increase effectiveness, improve security and gain efficiencies in IT services by standardizing the service support and delivery processes;
- Manage and improve relationships with customers and work strategically with all critical business units throughout DoITT;
- Work with other members of the leadership team to develop and steer the strategic direction for the new Service Management division;
- Forecast future skill needs to develop a workforce with the appropriate mix of business knowledge, technical skills and competencies to support and build upon core team functions;
- Serve on IT planning and policymaking committees as appropriate to drive the development of technology standards, governance processes and performance metrics;
- 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

The successful candidate should possess the following:

- Master's degree in a related IT field, such as IT management or information systems, computer science, software or computer engineering, systems engineering, industrial/organizational engineering, etc. or equivalent work experience;
- 10+ years of experience in the IT and/or business industry, preferably in the public sector, with 5+ years of leadership responsibilities in a technical environment working with cross-functional teams;
- Familiarity with ITIL practices surrounding service management, including best practices and innovative solutions for Service Desk and Incident/Problem/Change Management operations;
- Expertise and experience in managing a dynamic and complex call center;
- Proven experience or demonstrated capability in leading IT transformational initiatives in complex and dynamic environments;
- Exceptional leadership skills with the ability to develop and communicate service-oriented vision that inspires and motivates staff and aligns to the IT and business strategy of the organization and its customers;
- Strong business acumen, including industry, domain-specific knowledge of the enterprise and its business units;
- Deep understanding of current and emerging Service Management technologies and how other enterprises are employing them;
- Demonstrated ability to develop and execute a strategic people plan that ensures that the right people are in the right roles at the right time and that employees are highly engaged and satisfied;
- Demonstrated ability to serve on IT planning and policymaking committees as appropriate to drive the development of technology standards, governance processes and performance metrics;
- Strong technical experience in networking, wide range of hosting systems, IT Security, application architecture, and system development life cycle;
- Other key competencies should include: relationship building, organizational change management, innovation, results orientation, and strong verbal and written communication.

To Apply

For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #269884
For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #269884

-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: November 3, 2016

Post Until: Filled

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