

**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 - \$120,000
Business Title: Director, Agency Relations	Work Location: Brooklyn, NY
Division/Work Unit: Service Management	Number of Positions: 1
Job ID: 269871	Hours/Shift: Due to the necessary 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 recently created a new Service Management division to serve as a point of entry for agencies to engage with DoITT and to ensure quality customer service and continuous agency satisfaction. DoITT aims to promote a culture of organizational responsiveness to its internal and external customer base. 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.

The Service Management division seeks a dynamic and motivated individual, experienced in successfully driving cultural change, to serve as the Director, Agency Relations, reporting to the Assistant Commissioner, Business Relationship Management. The Director represents DoITT by promoting its mission, value, service and capabilities. This role will act as an advocate on behalf of agency stakeholders to ensure IT services meet their business priorities and needs. Responsibilities will include:

- Supervise a team of Agency Relationship Managers (ARMs) responsible for managing and facilitating a portfolio of City agencies and their IT requests;
- Proactively engage with agency CIOs as a "trusted partner," representing their business strategies and priorities, while serving as their point of escalation to facilitate problem resolution;
- Oversee DoITT's ARM engagement model, with a specific focus on improving customer satisfaction and increasing transparency, while reducing the delivery cycle of agency requests;
- Promote a culture of continuous improvement and customer service excellence with visible service delivery metrics and customer satisfaction KPIs;
- Manage and improve stakeholder satisfaction and relationships with customers, working strategically with all critical business units throughout DoITT to facilitate improved internal collaboration between various DoITT agency facing teams;
- Understand and anticipate changing agency business needs and work with internal and external stakeholders as a thought leader making recommendations to ensure that DoITT's technology products and services are aligned with and meeting its customers evolving business requirements by utilizing IT collaboration capabilities; Lead regular meetings with agency CIOs and ensure ARMs do the same;
- Utilize and enhance various tools and vehicles to ensure regular communication with DoITT's partner agencies, including the CIO portal, data dashboards and scorecards and regular agency reports;
- Assess, develop and oversee use of ARMs Customer Relationship Management system or other tool to track and support standardized and quality engagement and information flow with DoITT partner agencies;
- Update leadership, including the DoITT Commissioner, on a regular basis on the status of agency requests and oversee escalation and resolution of unresolved issues; Evaluate existing team processes, identify improvement opportunities, implement changes, and evaluate and measure success;
- Forecast future skill needs to develop a workforce with the appropriate mix of business knowledge and technical skills;
- Improve the visibility and stature of the ARMs within DoITT as well as with partner agencies;
- Train, coach and mentor teams, providing regular performance feedback, and input on career development, and oversee overall direction to foster a team environment.
- 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 preferred 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;
- 5+ years of proven client management experience in the IT and/or business industry, preferably in the public sector, with 2 years of leadership responsibilities in a technical environment working with cross-functional teams;
- Proven experience or demonstrated capability in leading IT transformational initiatives in complex and dynamic environments;
- Exceptional leadership skills with the ability to execute on a service-oriented vision that inspires and motivates staff and aligns to the IT and business strategy of the organization and its customers;
- Excellent oral and written communication and presentation skills;
- Ability to listen, negotiate, mitigate conflict, build alliances and achieve desired outcomes using strong interpersonal and diplomacy skills;
- Proactive approach to engaging with customers and problem solving;
- Demonstrated ability to ensure that the right people are in the right roles, maximizing their skills, and that employees are highly engaged and satisfied;
- Detail-oriented, ability to mentor, relationship building, organizational change management skills, innovation, and results orientation.

To Apply

For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #269871
For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #269871

-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.