

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

<b>Civil Service Title:</b> Computer Systems Manager	<b>Level:</b> M3
<b>Title Code No:</b> 10050	<b>Salary:</b> \$67,000/\$72,319 - \$130,000
<b>Business Title:</b> Senior Director, Incident/Problem/Change	<b>Work Location:</b> Brooklyn, NY
<b>Division/Work Unit:</b> Service Management	<b>Number of Positions:</b> 1
<b>Job ID:</b> 272383	<b>Hours/Shift:</b> 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's Service Management division serves 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 Service Management 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, ITSM Process Ownership and the Citywide Service Desk as well as 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 Senior Director of Incident, Problem and Change Management, reporting to the Assistant Commissioner of Service Operations. This role will provide critical leadership for the foundational Incident, Problem and Change processes.

Responsibilities will include: Oversee the following teams and functions, with managers of each team reporting to this position.

**INCIDENT MANAGEMENT:** Responsible for ensuring that normal service operation is restored as quickly as possible and the business impact is minimized. This team is expected to provide 24x7x365 support.

- o Supervise a team of Incident Managers (24x7) responsible for managing and facilitating the resolution of outages as quickly as possible.
- o Manage a team of front line technical staff providing end-to-end support for infrastructure services including incident isolation, issue resolution, and escalation management according to pre-defined protocols; manage the identification and escalation for all operational events affecting production environment requiring 24x7x365 uptime.
- o Provide oversight of related incident management processes including trouble-shooting, approval of quick fixes, and ensuring accurate incident reports and communications; drive an ongoing incident management process including incident prioritization, determination, incident investigation and diagnosis, timely resolution, change recommendation and coordination, and ongoing communications;
- o Provide timely written and verbal status updates to senior management for assigned incidents and problem ticket escalations, and when applicable, coordinate SWAT team (escalated incident management) activities.

**PROBLEM MANAGEMENT:** Responsible for reviewing problem trends, determining root cause and proactively taking actions to remediate the risk of future reoccurrences by writing postmortems, recommending and driving the implementation of solutions.

- o Leverage Problem Management process and Root Cause Analysis techniques / procedures in order to minimize adverse impact on incidents and problems on the business; must be able to identify recurring IT operational issues, determine root cause, develop and implement problem solutions to prevent recurrence of issues.
- o Scheduling with key technical managers to develop technical solutions to address recurring incidents within the IT environment and manage issues through to resolution.
- o Working with internal engineering and operation teams as well as external teams / vendors to resolve IT problems.
- o Facilitate proactive problem management activities to analyze trends and patterns for prevention of future incidents.

**CHANGE MANAGEMENT:** Responsible for coordinating and communicating all change functions within DoITT.

- o Leverage Change Management processes and procedures in order to minimize adverse impact on the business; integrate change management activities into the overall project plans and operational activities, identify performance gaps, and work to develop and implement corrective actions.
- o Identify potential risks and anticipated points of resistance for changes, and develop specific plans to mitigate or address the concerns.
- o Effectively and efficiently communicate change impact assessment and change adoption status to business and IT stakeholders.
- o Work to drive faster adoption, higher ultimate utilization and greater proficiency of the changes that impact employees in the organization to increase benefit realization, value creation, and the achievement of results and outcomes.

Additional responsibilities include:

- Maintain ownership across the organization of the process effectiveness, including design, change management and continual improvement.
- Promote a culture of continuous improvement and customer service excellence by establishing measurements and targets to improve process effectiveness and efficiency.

- Facilitate process design and provide oversight for ongoing process design improvements, and coordinate with stakeholders for integration alignment.
- Leverage and align with best practice frameworks and standards appropriate (e.g., ITIL v3, ISO/IEC20000, etc.)
- Serve as the point of escalation for challenging and unresolved requests, incidents, problems or changes.
- Train, coach and mentor teams, providing career development and overseeing overall direction.
- 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.

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;
- 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;
- Other key competencies should include: detail-oriented, mentoring, relationship building, organizational change management, 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 #272383  
For all other applicants, please go to [www.nyc.gov/jobs/search](http://www.nyc.gov/jobs/search) and search for Job ID #272383

-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:** December 15, 2016

**Post Until:** Filled

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