

**City of New York
CONSUMER AFFAIRS
Job Vacancy Notice**

Civil Service Title: COMPUTER SYSTEMS MANAGER	Level: M1
Title Code No: 10050	Salary: \$49,492.00/\$53,373.00*-\$85,000.00 <i>*minimum with two years of continuous city service</i>
Office Title: Senior Business Analyst	Work location: 42 Broadway, N.Y.
Division/Work Unit: IT Services	Number of Positions: 1
Hours/Shift: 9:00 AM - 5:00 PM	

Job Description

The New York City Department of Consumer Affairs seeks a senior business analyst with a strong operations background to serve as the primary liaison to external agencies on the NYC Business Express portal project and as the link between internal business owners and technical staff on this and other initiatives. The Agency is in the process of preparing its systems for replacement with an Enterprise Licensing and Permitting system and a combination of COTS packages and this position will be an integral player when the Systems Integrator (SI) is in place.

Primary tasks will include the following:

1. Manage relationships with partner agencies, such as the Departments of Information Technology, Small Business Services and Health and Mental Hygiene.
2. Serve as Business Lead on rules / requirements definition.
3. Serve as approval authority for new development activities; manage User Acceptance Testing and help coordinate operational readiness and change management activities.
4. Facilitate discussions to re-engineer business processes as needed and document policy and legal changes resulting from online implementations.
5. Provide post-implementation support to internal DCA operations team.
6. Work with Project Managers and Technical Leads to ensure that resources are available and remain on schedule for project task completion.
7. Work closely with SI Team Project Manager, Business Lead, and Change Manager to ensure appropriate and efficient use of business resources.
8. Work as a liaison among stakeholders in order to elicit, analyze, communicate, and validate requirements for changes to business processes, policies, and information systems.
9. Develop system documentation that accurately and thoroughly communicates system requirements that are actionable by developers and endorsed by business users.
10. Document and analyze the overall quality of development activity using test plans, analysis, and make recommendations for improvement and corrective action.

The ideal candidate will have demonstrated success working on IT projects throughout the entire development life-cycle; will demonstrate strong initiative, follow-through, problem solving and analytic ability; and will also possess excellent communication and relationship building skills. You must be able to work with people at all levels of the organization and with different perspectives, from Senior Management to front line staff members. The candidate will be asked to represent the Agency in many different situations and will have to exercise good judgment and know when and how to negotiate competing agendas.

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.

Essential Skills

- Minimum of 4 years of Business Analyst or related system analysis and development experience
- Working knowledge of database and statistical programming (SQL and .NET knowledge preferred)
- Act as a liaison between multiple business units and development team to relate business related matter to technical issues.
- Technical capability - minimum of 4 years of experience and a working knowledge client server, desktop and/or web technologies
- Requirements elicitation, analysis and validation
- Strong verbal and written communication
- Problem solving and consensus building
- Stakeholder identification
- Impact analysis
- Adaptability/Flexibility

To Apply:

TO APPLY, PLEASE SUBMIT RESUME AND COVER LETTER INDICATING JVN # TO: Jobs@dca.nyc.gov
(Must e-mail as MS Word only)

OR

Mail to: Human Resources Division
JVN # 866-10-006074
New York City Department of Consumer Affairs
42 Broadway, 8th Floor
New York, NY 10004

***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.***

Post Date: 08/26/2009

Post Until: Filled

JVN: 866-2010-006074

The City of New York is an Equal Opportunity Employer.