



FULL TIME POSITION: PROGRAM MANAGER, NYC TECH TALENT PIPELINE WORKFORCE DEVELOPMENT DIVISION

AGENCY DESCRIPTION

The New York City Department of Small Business Services (SBS) is a vibrant, client-centered agency whose mission is to serve New York's small businesses, jobseekers and commercial districts. SBS makes it easier for businesses in New York City to form, do business, and grow by providing direct assistance to business owners, fostering neighborhood development in commercial districts, and linking employers to a skilled and qualified workforce.

NYC TECH TALENT PIPELINE

The NYC Tech Talent Pipeline is a \$10 million industry partnership designed to support the growth of the City's tech ecosystem and prepare New Yorkers for 21st century jobs. The NYC Tech Talent Pipeline provides leadership, funding and support to public and private partners delivering technology education, training, and job opportunities to New Yorkers across the five boroughs. The collaboration is supported by several philanthropic partners, including JP Morgan Chase, the New York Community Trust, and the NYC Workforce Funders.

JOB DESCRIPTION

The NYC Tech Talent Pipeline seeks a Program Manager to oversee a portfolio of pilot and second-stage training programs which have been developed in order to meet the short- and long-term workforce needs of a fast changing tech sector. The programs focus on providing unemployed and low-income New Yorkers with career opportunities in tech by training both jobseekers and front-line staff seeking opportunity for advancement. This Program Manager will report directly to the Director of Implementation.

SPECIFIC RESPONSIBILITIES

The Program Manager's duties may include, but will not be limited to, the following:

- Manage the successful implementation of 3-5 new and expanded tech training programs;
- Draft and manage contracts and budgets for programs across a variety of training providers;
- Create marketing content and materials and industry-informed assessments to support program recruitment;
- Develop program management tools specific to each program and communicate program progress and outcomes against goals to the Director of Implementation and other internal and external stakeholders;
- Conduct quality assurance on all programs to ensure compliance with local and federal requirements, fidelity to program models, and learning acquisition and satisfaction of trainees, as needed;
- In close coordination with the Director of Implementation, ensure training programs are responsive to tech employers' workforce needs and provide viable career opportunities for trainees; and
- Conduct research to help the Director of Implementation in setting strategy and goals for individual programs and the entire tech training slate.

PREFERRED SKILLS

- Exceptional and demonstrated program or project management skills



- Highly motivated self-starter who can take a top-line directive and turn it into an excellent work product quickly and with minimal supervision
- Proven ability to quickly identify challenges and develop and execute solutions in consensus-driven environment
- Excellent attention to detail with organizational skills
- Proven analytical, problem solving, and creative thinking abilities
- Superior communication and writing skills; ability to interface with a diversity of partners and manage high-level relationships
- Integrity, credibility, and a demonstrated commitment to the NYC Tech Talent Pipeline's mission and goals
- Can-do mentality and proven willingness to pitch in with all kinds of work as needed to get the job done
- Experience or understanding of developing workforce development policy and programs
- Experience or understanding of the NYC technology ecosystem, including employer demand for occupational skills and competencies
- Proficiency in MS Word, Excel, PowerPoint, Visio, and Outlook

QUALIFICATIONS

1. A master's degree from an accredited college with a major in business administration, public administration, urban planning, economics, urban affairs, marketing research, finance, or political science; or
2. A baccalaureate degree from an accredited college and one year of full-time satisfactory experience in one or more of the following:
 - a. business development, retention, expansion and relocation or assisting businesses in accessing public and private services and programs including workforce development; or
 - b. analysis of business records and documents to determine eligibility of businesses for programs and services; or
 - c. economic, market or site research and analysis for business and neighborhood development; or
 - d. facilitation and promotion of the film industry through the processing of various permits, marketing techniques and incentive programs

How to Apply:

To apply, **please email** your resume and cover letter including the following subject line: **Program Manager** to: lshapiro@sbs.nyc.gov

Also Apply:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job Title: **Program Manager, NYC Tech Talent**

All Other Applicants: Go to www.nyc.gov/careers search for Job Title: **Program Manager, NYC Tech Talent**

Salary range: \$55,000 - \$65,000

NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.

If you do not have access to email, mail your cover letter & resume to:

L. Shapiro, c/o The NYC Department of Small Business Services
110 William Street, 8th Floor, New York, New York 10038