



**OFFICE OF THE DISTRICT ATTORNEY
RICHMOND COUNTY
JOB VACANCY NOTICE**

TITLE COMPUTER SYSTEM MANAGER-M2 (1 POSITION)	SALARY \$90,000 - \$140,000
BUREAU ADMINISTRATION	LOCATION 130 STUYVESANT PLACE

JOB DESCRIPTION:

The Richmond County District Attorney's Office (RCDA) is seeking a highly motivated and innovative information technology professional to assume the role of Director of Information Technology and Tech Services. Under the direct supervision of the Chief of Administration, the assignments for the Director may include the following tasks:

- Oversee the administration, maintenance, functioning, and upgrades of the entire RCDA infrastructure, including the LAN, all computer hardware, phone system, network security and peripherals (including printers, backup devices and communication devices).
- Allocate technical staff, coordinate workloads, identify priorities, and ensure projects facilitate the development of more precise asset management and operational process tracking.
- Supervise and monitor application support operations, including all Help Desk activities.
- Ensure all scheduled tasks (operational tasks, operational problems, escalations, standard operator procedures and documentation maintenance) are performed, problems resolved or escalated appropriately and proper documentation is maintained.
- Oversee upgrades and enhancements made to the office case management system, PCMS 5, and coordinate efforts to move the office towards a paperless system.
- Manage and troubleshoot phone system and programming and oversee shift to digital phone systems.
- Act as the official liaison for Information Technology governance issues at various citywide entities, and related stakeholders.
- Plan, develop, and manage projects involving agency's Information Technology and services.

PREFERRED SKILLS:

- Working knowledge of Windows Servers, LAN Administration, Active Directory, Telecommunications Management, Case Tracking File Management Systems, data replication, content management, Business Intelligence, network performance management, application performance management, Desktop, laptops, Smartphones, digital phone systems, and Information Security.
- Experience with Data center migration, technology upgrade, system implementation; Background in ITIL service management, with successful track record of implementing configuration, change and incident management solutions and supporting processes and best practices
- Experience in gathering requirements, business analysis, use cases and creating functional requirements documents

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

TO APPLY FOR THIS POSITION:

Please submit cover letter/resume electronically using one of the following methods:

CITY EMPLOYEES: Apply through Employee Self Service (ESS). www.nyc.gov/ess. Search for Job ID #: **265858**

ALL OTHER APPLICANTS: Go to www.nyc.gov/careers/search. Search for Job ID#: **265858**

Only applicants scheduled for interviews will be contacted. Submission of application does not guarantee that you will receive an interview.

The Richmond County District Attorney's Office is an Equal Opportunity Employer.

Dated October 3, 2016	Post Until Filled	Transmittal Number 905-17-025
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