

Position: PROJECT PERFORMANCE ANALYST

Location: New York, NY

Job Number: 272957

ORGANIZATIONAL PROFILE: DOITT provides for the sustained, efficient and effective delivery of IT services, infrastructure and telecommunications to enhance service delivery to 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, from education to economic development crossing the full spectrum of governmental operations.

JOB RESPONSIBILITIES: The successful candidate will serve as a Project Performance Analyst reporting to the Mayor's Office of Operations.

Responsibilities will include:

- System Administration and Quality Assurance
- Manage the entire project performance monitoring lifecycle from creation to close-out, including:
 - Initiative identification and data entry into reporting systems;
 - Direct oversight of monthly reporting cycles;
 - Execution of robust data quality assurance processes;
 - Record the accomplishments of completed initiatives;
 - Develop and disseminate training materials for system users;
 - Provide administrative support to project management staff by acting as the front-line helpdesk for system issues and collaborating with technical resources to resolve problems;
 - Research and Reporting Run periodic status reports to communicate initiative performance to key stakeholder;
 - Analyze performance data to identify patterns across the project portfolio and synthesize findings for senior management;
 - Collaborate with a multidisciplinary team of analysts, designers and other Operations staff to forge connections between disparate streams of data and effectively visualize information in order to facilitate decision-making;
- Systems Development;
- Assist in the development of business requirements through user research, interviews, focus groups, quantitative analysis of system data, and other methods;
- Support the implementation of system enhancements by coordinating development sessions, recording decisions and maintaining project schedules;
- Research trends and best practices in data-driven project management and operational performance management;
- Provide analytical support for business process improvement and codification in the unit's Special Projects

- Work with the Office's Manager of External Affairs to execute ad-hoc analyses of project performance for the Mayor's Office Communications team;
- Manage a discrete set of individual projects as a user of the project performance toolkit.

PREFERRED SKILLS AND/OR QUALIFICATIONS:

- A Bachelor's Degree and 1 year of professional experience in an analytical field;
- Keen attention to detail, flexibility, an ability to multi-task, and an enthusiastic work ethic;
- Strong written and verbal communication skills;
- Experience which demonstrates a proven record of providing analytical and/or technical assistance or complex, interdisciplinary projects involving multiple stakeholders;
- An understanding of urban issues, especially New York City government and current city affairs/policies;
- An understanding of New York City's operational agencies;
- Ability to think creatively, embrace new approaches and pioneer innovative solutions to intricate problems;
- Strong knowledge of MS Office (i.e. Microsoft Word, Excel, PowerPoint, MS Project, Visio);
- Experience and/or interest in business analysis, digital product management, or analytics;
- Familiarity with project management concepts and best practices preferred.

SALARY: Commensurate with experience.

TO APPLY: Go to <https://a127-jobs.nyc.gov/> and type in the position and/or Job ID Number.

**THE CITY OF NEW YORK AND THE OFFICE OF THE MAYOR ARE EQUAL OPPORTUNITY
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