

Position: Director of IT Operations

Location: 4 METROTECH, BROOKLYN, NY

Job Number: 254625

ORGANIZATIONAL PROFILE: As part of the Mayor's Office of Operations, the Office of Health and Human Services is the City's go-to resource for harnessing digital tools and capabilities to improve the lives of low-income and vulnerable New Yorkers, with the policy, management and technical expertise to help produce better outcomes for residents.

The unit currently operates HHS Accelerator, Worker Connect, and ACCESS NYC.

HHS Accelerator is a transformational initiative to reengineer, simplify and speed the procurement process for City agencies and client and community based service organizations by implementing a series of policy reforms, restructuring of rules and regulations, centralizing portions of procurement oversights and building a web-based system to support these reforms to dramatically shift the City's procurement of health and human services.

Worker Connect, a data sharing technology that allows case workers to see real-time information about clients drawn from multiple City sources. Users only access information that they have been authorized to view based on their role and all applicable laws and regulations.

JOB RESPONSIBILITIES: Mayor's Office of Operations, Health and Human Services-Connect (HHS-Connect) is recruiting one (1) Computer Systems Manager M-II to function as the Director of IT Operations who will:

- Lead work groups to develop enterprise IT standards and oversee the execution and adherence to enterprise standards.
- Become the resident expert on Citywide technology policies as established and disseminated by DoITT.
- Lead necessary analyses to further the direction of enterprise IT.
- Oversee support of the production and non-production environments.
- Oversee execution of break fixes in the production and non-production environments.
- Oversee the management, support and maintenance of our technology portfolio.
- Provide direction on the integration of technology infrastructure, hardware, software and security to support [24x7 availability] existing and new digital product development.
- Manage team responsible for system administration and infrastructure, product deployment and quality assurance, including off-hour support.
- Oversee all IT operations and coordinating internally as well as with external technology partners.

- Lead a team to ensure that all technical systems and processes function effectively and accomplish the goals around design and data integration.
- Work with Project and Product Managers to determine timelines and project tasks.
- Engage with the development teams to provide production management support input for the design of application maintenance builds, including making strategic architecture and application technology decisions to support product operations.
- Build strong relationships with the City's centralized IT agency (DoITT) to coordinate successful deployments and ongoing support of our technologies on the city's shared services platform.
- Collaborate closely with the Director of Technology Development to ensure application development efforts align with enterprise standards.
- Work with the Director of Administration to manage annual budget and software license renewals; support the development and evaluation of technology-related procurements; negotiate and manage vendor scope, project delivery and execution.
- Research and manage special technology projects and initiatives as assigned.

PREFERRED SKILLS AND/OR QUALIFICATIONS:

- Understanding of the City's technical environment and experience working closely with DoITT or public IT infrastructure.
- Direct experience developing and managing software and resource procurements.
- Demonstrated experience managing diverse staff and functional areas.
- Outstanding organizational communication, collaboration and team building skills and ability to function in a matrix environment with collaborative decision making.
- Experience in systems development lifecycle and strong understanding of information technology systems development, project management, and maintenance practices.
- Master's degree in information systems, technology or equivalent preferred with 7-10 years of experience serving in a leadership capacity over technology management and services.

SALARY: Commensurate with experience.

TO APPLY: Click '[HERE](#)' and follow the instructions provided.

**THE CITY OF NEW YORK AND THE OFFICE OF THE MAYOR ARE EQUAL OPPORTUNITY EMPLOYERS
NEW YORK CITY RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT**

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