



## New York City Employees' Retirement System Job Vacancy Notice **CITYWIDE**

**Civil Service Title:** Computer Specialist (Software), Level 3

**Salary:** \$92,195-\$106,023 (Annual)

**Title Code:** 13632

**Division:** Enterprise Project Management Office

**Unit:** Business Analysis and Analytics

### **Job Description:**

The New York City Employees' Retirement System (NYCERS) is seeking an experienced professional to serve as a Business Analyst (BA)Supervisor. Under managerial direction, with wide latitude for independent judgment and initiative, the BA Supervisor will be responsible for assisting in leading and managing of others within the team.

### **Primary Responsibilities**

- Assist in the management of the day-to-day operational aspects of team
- Act as a point of escalation for issues raised by those in the team (Troubleshoot problems identified, Initiate follow-up corrective actions)
- Handle business and project issues proactively and escalates appropriately
- Uphold team standards and operating procedures
- Manages resources in accordance with project schedule
- Act as lead liaison between IT and business teams
- Facilitates effective team and project interaction
- Assists in the facilitation of team and business meetings
- Design process flows, write requirements, and test systems
- Mentor those with less experience in the team
- Rate and evaluate job performance of subordinates through observations, record keeping
- Lead internal team tasks
- Product Quality Assurance: Ensure that all deliverables meet the organization's quality standards

MINIMUM REQUIREMENTS ARE ATTACHED  
New York City residency is not required.  
NYCERS is an Equal Opportunity Employer.

**Applicants Must Be Permanent Computer Specialist (Software) Or Reachable On the Computer Specialist (Software), Exam No. 7005 List.**

**TO APPLY FOR CONSIDERATION, PLEASE FORWARD A COVER LETTER INDICATING Job Posting ID number 009-21-0028 AND A COPY OF A CURRENT RESUME TO:**

**CITY EMPLOYEES:** Employee Self Service (ESS). [www.nyc.gov/ess](http://www.nyc.gov/ess). Search for Job ID#: 455488

**ALL OTHER APPLICANTS:** [www.nyc.gov/careers/search](http://www.nyc.gov/careers/search). Search for Job ID#: 455488

**DATED:**12/16/2020

**POST UNTIL:** Until Filled

**NYCERS POSTING NUMBER:**  
009-21-0028



### Primary Responsibilities Cont'd

- Partners with the business units to identify, develop and implement process improvement initiatives facilitated by technology capabilities or process re-engineering
- Working with various business units to identify, propose, analyze and evaluate solutions that most effectively meet business and organizational needs and strategic/tactical goals
- Participate in the evaluations of the As-Is process and the analysis and documentation of the To-Be process improvements in support of the Business Process Reengineering efforts
- Provide project teams with a clear understanding of business needs, requirements and specifications
- Assist project managers with scoping, estimation, reporting, scheduling, risk management, and communication as required

### Position Requirements

- Experience leading and managing teams
- Proven work experience as a team leader and motivator
- Excellent interpersonal skills to interact effectively with internal and external contacts including negotiation, problem resolution, and customer service
- Outstanding written, presentation, and verbal communication skills. Credibly communicates complex topics to stakeholders at all levels
- Excellent analytical and problem solving skills to understand the essence of the business users' needs as well as dissect, assess, simplify and document very complex business processes and determine appropriate actions and solutions
- Ability to establish goals and set clear expectations, prioritize activities and follow through to completion
- Ability to define project scope and technical specifications, facilitate the collection of technical, operational or business requirements, set milestones to successful completion
- Detail-oriented and self-motivated in order to drive self and team to align and achieve stated goals.
- Excellent organizational skills allowing for the management of multiple projects/tasks of varying complexities, stages, and deadlines
- Ability to work independently and in team based environment
- Work well under pressure
- Strong meeting/workshop facilitation skills
- Experience with software development life cycle and application release management required
- Expertise with Microsoft Word, Project, Excel, Visio & PowerPoint
- Understanding in Human Factor as it relates to user friendly design of interfaces, maximize usability, and improvement of worker efficiency.

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### **Preferred Skills and Experience:**

- 5+ years in a Business Analyst role: experience gathering business requirements and assessing impact on current application landscape in a retirement system environment.
- Experience leading and managing teams
- Workflow Experience
- IIBA certifications, knowledge of Lean Six Sigma and/or business process management methods are preferred
- Understanding of the Agile methodology
- Experience in coding/development, data analysis, Salesforce
- Understanding of or Experience with Process improvement frameworks/methodologies

### **Minimum Qualification Requirements:**

Professional/vendor certification(s) in local area network administration that is required for the position to be filled. In addition, all candidates must have the following:

1. A baccalaureate degree from an accredited college, and two years of satisfactory full-time (not classroom based) experience in local area network and/or wide area network planning, design, configuration, installation, implementation, troubleshooting, integration, performance monitoring, maintenance, enhancement, and security management; or
2. A four-year high school diploma or its educational equivalent and six years of satisfactory full-time (not classroom based) information technology experience of which at least 2 years must have been as described in "1" or
3. A satisfactory equivalent of education and/or experience equivalent to "1" or "2" above. Education may be substituted for experience on the basis that 30 undergraduate semester credits from an accredited college is equivalent to 6 months of experience. A master's degree in computer science or a related field from an accredited college may be substitute for one year of experience. However, all candidates must have at least one year of satisfactory (not classroom based) full-time information technology experience as described in "1" above.

### **Note:**

In order to have your experience accepted as Project Leader or Major Contributor experience, you must explain in detail how your experience qualifies you as a project leader or as a major contributor. Experience in computer operations, technical support, quality assurance (QA), hardware installation, help desk, or as an end user will not be accepted for meeting the minimum qualification requirements.

### **Special Note**

To be eligible for placement in Assignment Level IV, in addition to the Qualification Requirements stated above, individuals must have one year of satisfactory experience in a project leader capacity or as a major contributor on a complex project in data administration, database management systems, operating systems, data communications systems, capacity planning, and/or on-line applications programming.

### **Note:**

This position is open to qualified persons with a disability who are eligible for the 55-a Program. Please indicate on your resume or cover letter if you would like to be considered for the position under the 55-a Program.