



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

Civil Service Title: Computer Systems Manager, NM

Title Code: 1005D

Business Title: IT Change Manager

Salary: \$95,000-\$120,000 (Annual)

Division: Information Technology

Unit: Process Management

Job Description:

NYCERS seeks an IT Change Manager to join the Process and Release Management unit in the Information Technology division. This individual will oversee the IT Change Management process and work with IT Leadership and Project Teams to ensure best practices and risk mitigation.

- Provide support to Change Management Board and Project Teams, which includes delivering project status reports, design documents, design validation, migration planning, service delivery guidance, and implementation support documents.
- Work with key stakeholders in the organization, including executive management, to provide and implement improvement recommendations.
- Works independently in governing the daily activities of the team, making recommendations involving operational processes, and in acting as a Team Leader in a matrix based organization.
- Provide an expert level of support in the Agency's effort to develop and imbed a culture of change agility.
- Create awareness of the practice and our service offerings, serve as an SME and participate, lead or coach a growing community of practitioners and change agents.
- Provides guidance and training to managers, site leads, engineers, systems, and network administrators regarding change management procedures and processes in ServiceNow.
- Assist in transitioning from legacy Change management software (Footprints) and temporarily work both software platforms until cutover is completed.
- Develop and oversee data collection and analysis efforts related to change campaigns or adoption effectiveness and apply corrective action where necessary.
- Analyzes and processes complex engineering change requests (CRs) to determine the impact on the overall system.
- Ensures change control process is being followed by reviewing design release documents for completeness, proper authorizations, and system update.
- Develop or enhance practice artifacts including stakeholder analysis, change impact/readiness assessments, communication plans, change strategies, surveys, reports, models, presentations or any other documents as needed.
- Applies comprehensive knowledge of ITIL principles, methods, techniques, and best practices to configuration management and change management.
- Collaborate with IT business teams to ensure that Problem and Incidents associated with Changes are properly documented and reported in Change requests as needed.
- Participate and schedule weekly Change Advisory Board (CAB) as CAB Chair and prepare agenda for change approval.
- Review proposals for Standard Changes, facilitate Emergency Change approval and identify concerns with potentially conflicting Changes including schedules.
- Participates in special projects as required.
- Develop, maintain, update, and implement Change Management plans and procedures, as well as control configuration baselines in ServiceNow.

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

Applicants Must Be Permanent Computer Systems Manager

TO APPLY FOR CONSIDERATION, PLEASE FORWARD A COVER LETTER INDICATING POSTING NUMBER 009-24-0007 AND A COPY OF A CURRENT RESUME TO:

CITY EMPLOYEES: Employee Self Service (ESS). www.nyc.gov/ess. Search for Job ID# 607969

ALL OTHER APPLICANTS: www.nyc.gov/careers/search. Search for Job ID# 607969

DATED: 9/27/2023

POST UNTIL: Until Filled

NYCERS POSTING NUMBER: 009-24-0007



Preferred Skills and Experience

- The candidate must have Excellent Customer Service and communications (Oral and Written) skills.
- Minimum of five (5) years, experience working in a change management team
- Certifications: ITIL Foundation (3 or 4)

Minimum Qualification Requirements:

1. A master's degree in computer science from an accredited college or university and three (3) years of progressively more responsible, full-time, satisfactory experience in Information Technology (IT) including applications development, systems development, data communications and networking, database administration, data processing, or user services. At least eighteen (18) months of this experience must have been in an administrative, managerial or executive capacity in the areas of applications development, systems development, data communications and networking, database administration, data processing or in the supervision of staff performing these duties; or
2. A baccalaureate degree from an accredited college or university and four (4) years of progressively more responsible, full-time, satisfactory experience as described in "1" above; or
3. A four-year high school diploma or its educational equivalent, and six (6) years of progressively more responsible, full-time, satisfactory 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 and must possess at least three (3) years of experience as described in "1" above, including the eighteen (18) months of administrative, managerial, executive or supervisory experience as described in "1" above.

In the absence of a baccalaureate degree, undergraduate credits may be substituted for a maximum of two (2) years of the required experience in IT on the basis of 30 semester credits for six (6) months of the required experience. Graduate credits in computer science may be substituted for a maximum of one (1) year of the required experience in IT on the basis of 30 graduate semester credits in computer science for one (1) year of the required IT experience. However, undergraduate and/or graduate credits may not be substituted for the eighteen (18) months of experience in an administrative, managerial, executive, or supervisory capacity as described in "1" above.

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.

Note:

The City of New York is an inclusive equal opportunity employer committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment based upon any legally protected status or protected characteristic, including but not limited to an individual's sex, race, color, ethnicity, national origin, age, religion, disability, sexual orientation, veteran status, gender identity, or pregnancy.