

**City of New York  
Department of Information Technology and Telecommunications  
Job Vacancy Notice**

<b>Title Code No:</b> 10050	<b>Salary:</b> \$68,238/\$73,588-\$165,000
<b>Office Title:</b> ECTP Deputy Director of Operations	<b>Work location:</b> Manhattan/Brooklyn
<b>Division/Work Unit:</b> Emergency Communications Transformation Project	<b>Number of Positions:</b> 1
<b>Hours/Shift:</b> Day - Due to the necessary technical management duties of this position in a 24/7 operation, candidate may be required to be on call and/or work various shifts such as weekends and/or evenings.	<b>Agency Tracking #:</b> 84643

**Job Description**

The successful candidate will serve as the Deputy Director of Operations reporting to the Emergency Communications Transformation Project (ECTP) division.

Responsibilities will include: Manage the development, implementation and strategic planning of the Office of Citywide Emergency Communications (OCEC) IT operations and systems, including the establishment of a structure for the ECTP operations advisory group to identify new technologies that will enable improved operations for the New York City 911 Public Safety Answering Centers; direct the establishment of the OCEC Project Operations Advisory bureau, including establishment of governance, roles and responsibilities; formulate long and short-range goals and objectives, business and operational plans, policies and projects; oversee the design and development of appropriate technology solutions for emergency call taking and dispatch operations, including Unified Call Taking, Performance Management, Data Sharing, Call Recording and Review, and Systems/Facilities and IT management; direct technical teams responsible for designing systems that impact business operations; oversee the development of Business Continuity plans; manage the development of process improvement plans; oversee the implementation of improved systems productivity and resiliency; oversee the implementation of finalized operating models; establish the reporting of operational metrics; manage and direct the development of training programs associated with new technologies; direct OCEC IT Service Management, including asset, release, incident and change management processes, including vendors and services; serve as OCEC Operations liaison; work closely with internal and external management and stakeholders to ensure public safety agency requirements are documented and achieved; prepare senior level technical reports for executive management; and manage special ECTP technology projects and initiatives as assigned.

**Essential Skills**

The preferred candidate should possess the following: A Bachelor's degree in a related IT field; 8+ years of IT project and/or operations management experience with 4+ years experience in systems operations and/or IT management leadership; experience overseeing a large public and/or private organizations engaged in the deployment and sustainment of telecommunications technologies; experience with Business Continuity, Crisis Management, Public Safety Emergency Communications operations or large-scale, multi-vendor IT and/or telecommunications projects; experience developing and managing a major technical operations center; experience managing staff responsible for customer and systems support, project management, system architecture, design, deployment, network infrastructure technology, and IT systems sustainment; demonstrated experience working with technical and non-technical staff; exceptional knowledge of Microsoft Office programs; outstanding collaboration and team building skills; strong written and verbal communication skills; excellent analytic, organization, presentation and facilitation skills; ability to manage multiple tasks under tight deadlines; and the ability to interface with executive level management and give senior level presentations.

**To Apply:**

TO APPLY, PLEASE SUBMIT RESUME INDICATING JVN# TO:  
Department of Information Technology and Telecommunications (DoITT)  
Recruitment Office - 75 Park Place - 5th Floor - New York, NY 10007

-or-

e-mail to [911recruit@doitt.nyc.gov](mailto:911recruit@doitt.nyc.gov) (indicate 'JVN 84643 - Deputy Director of Operations' in subject line)

SUBMISSION OF A RESUME IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW  
APPOINTMENTS ARE SUBJECT TO OVERSIGHT APPROVAL

**JVN: 858-2011-84643**

**The City of New York is an Equal Opportunity Employer**