



CITY OF JERSEY CITY

DEPARTMENT OF HUMAN RESOURCES



CITY HALL | 280 GROVE STREET | JERSEY CITY, NJ 07302
P: 201 547 5217 | F: 201 547 5022

Job Opening:

Technology Implementation Specialist

Department: Housing, Economic Development, and Commerce

Division: Director's Office

Exempt/Non-Exempt: Exempt

Union/Management: Management

Full-Time/Part-Time/Seasonal: Full-Time

Workweek: M-F, 9:00AM-5:00PM (40 hours)

Salary: \$60,000-\$65,000. Based on qualifications and experience. Competitive Jersey City retirement and health benefits package available, including pension, dental, medical, prescription, FSA (flexible spending account), life insurance and more.

The City of Jersey City is seeking a Technology Implementation Specialist to support with the advancement of technology initiatives under the Department of Housing, Economic Development, and Commerce (HED&C). This role will support the Senior Technology Liaison/Program Manager with the development, strategy, data migration, and implementation of their prospective Land Management Software. In addition, this role will be responsible for maintaining data integrity and quality assurance of implemented systems and supporting other City Divisions and the public with technical related matters.

Job Duties:

- Provides technical support to HED&C, City Divisions, and the public on submitting and processing applications via the City's new land management software.
- Partners with vendors, IT Department, and other stakeholders to coordinate and deliver quality data/information to employees, the public, and other City Divisions.
- Manages software and service rollout, implementation, modifications, upgrades, patches, and quality assurance testing.
- Identifies areas of inadequate data availability and recommends methods and procedures for data collection and aggregation.
- Participates in information requirements analysis to assess the need for specific data reporting procedures.
- Conducts system audits to ensure data integrity and quality assurance to meet operational standards.
- Collects feedback/surveys to support system changes and advancements.
- Trains end users on system processes and procedures.
- Troubleshoots technical issues and generates ad-hoc reports as necessary.
- Performs other duties as assigned.

**Please note, this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*

Required Education: Bachelor's Degree in Information Technology, Computer Science, Computer Engineering, Software Development, Information Systems, or other related field.

The City of Jersey City is an Affirmative Action/Equal Employment Opportunity Employer and complies with all applicable federal and state laws, rules and regulations relating to anti-discrimination and anti-harassment.



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Required Experience: Two (2) to three (3) years' experience in data analytics, systems programming, or program management.

Essential Skills:

- Ability to proactively identify technical, procedural, logistical, and communication challenges and partner with Management to drive creative solutions to resolve issues, mitigate risks, and resolve escalated items.
- Ability to maintain the integrity of information in standard operating procedures, protocols, and guidelines.
- Demonstrated leadership qualities by assuming key project responsibilities as assigned while maintaining base job assignments/ assisting with system/service development.
- Excellent communication skills; adept at conveying technical concepts clearly and concisely to both technical and non-technical stakeholders.
- Excellent program management skills with the ability to work collaboratively and foster positive and professional working relationships with those contacted in the course of work, including employees, City and other government officials, local agencies, and the public.
- Ability to use computer software and applications, including Office 365 applications (Word, Excel, Access, Sharepoint, and PowerPoint) to share, retrieve, research, and present information.
- Strong, written, analytical, critical thinking, detail-orientation, and problem-solving skills.
- Track record of operating independently, demonstrating creativity, and delivering results in a highly organized and timely manner.

Preferred Education/Skills/Qualifications:

- Knowledge of Jersey City, local government, and /or real estate development/construction
- Possession of at least one certificate: PMP, Six Sigma, or CPSM.

This is a Civil Service Job and you must eventually pass and qualify for the applicable Civil Service title.

To apply for this job with the City of Jersey City, please fill out our [Employment Application](#).

Please note that this role is subject to the residency requirements set forth by NJ First Act.

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