



Job Title	CUNY 311 Business Analyst
PVN ID	VA-1603-001061
Category	Administrative Services
Location	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS
Department	CUNY 311 Project
Status	Full Time
Salary	Depends on qualifications
Hour(s) a Week	35
Closing Date	Jul 19, 2016 (Or Until Filled)

General Description

The CUNY 311 Project is a collaborating between the NYC Department of Information Technology and Telecommunications (DoITT) and the City University of New York. 311 provides New Yorkers with one easy-to-remember number to access all agencies and services. CUNY 311 Project support staff recruits and hires, monitors on-site performance, and administers payroll.

The CUNY 311 Business Analyst will support the implementation of a new CRM system, and the current mobile application and civic technology efforts. Responsibilities include: identify, collect and analyze data to support strategic and operational functions, work with business and technology staff to develop functions and features of applications, review and analyze information to make recommendations to senior staff, liaise with outside stakeholders to help them utilize 311 open data.

Other Duties

Support department Director as needed. Participate in cross-team activities and organizational initiatives.

Qualifications

Call center experience, MS office skills, strong presentation skills, and ability to work well with both business and technical staff.