FULL-TIME POSITION:
PROGRAM MANAGER, TECH TRAINING
WORKFORCE DEVELOPMENT CORPORATION

Agency Description:
The New York City Department of Small Business Services (SBS) helps unlock economic potential and create economic security for all New Yorkers by connecting New Yorkers to good jobs, creating stronger businesses, and building a fairer economy in neighborhoods across the five boroughs.

Division Description:
SBS' Workforce Development Division is focused on the delivery of quality employment and training services to support equity of opportunity, that leads to economic self-sufficiency and mobility for New York City's diverse communities. The Division works with industry partners to identify, develop, and procure high-quality training delivered directly to job seekers so that they can obtain the skills needed for jobs in high demand. The Division supports businesses in NYC by offering training opportunities for new and current employees and by sourcing candidates for job openings

About the WDC:
The Workforce Development Corporation (WDC) is an independent not-for-profit created by the City of New York. The WDC and SBS work in partnership to jointly develop, fund, and manage workforce and training initiatives to create a skilled workforce in the city of New York.

Job Description:
The Workforce Development Corporation seeks a Program Manager to oversee a portfolio of high-profile tech training programs. The portfolio will likely have a focus on CUNY-based programs but this focus may change over time to include occupational and other types of training programs. These programs have been developed to:
- Connect an ever-expanding pool of qualified and diverse undergraduates to jobs in the tech sector
- Align with the long-term workforce needs of a quickly evolving tech ecosystem

The Program Manager will develop and orchestrate a slate of programs that focus on providing individuals with career opportunities in tech via semester or year-long training courses and internships, as well as additional tech occupational training programs as assigned. The Program Manager will coordinate the work of training providers, working directly with program managers and other key staff to ensure overall program success. The Program Manager will report to the Director of Tech Training.

Specific Responsibilities:

The Program Manager's duties may include, but will not be limited to, the following:

- Support the successful buildout and execution of new and existing CUNY-based tech training programs;
- Design and manage all agreements and budgets that support program training and placement initiatives;
- Guide training providers through program strategy to ensure they understand a program's goals; support training providers in translating strategy into action plans; and hold staff accountable for following through on this work;
- Work with external and internal partners to ensure that all program providers are paid in a timely fashion;
- Coordinate the work of key stakeholders, partners and staff throughout the training and placement pipeline;
- Report program progress and outcomes, against set goals, to the Director of Tech Training and other internal and external stakeholders;
- Analyze data to inform programmatic decisions;
- Conduct quality assurance on all programs to ensure compliance with local and federal requirements, fidelity to program models, and learning acquisition and satisfaction of trainees, as needed;
- In close coordination with the Director of Tech Training, ensure training programs are responsive to tech employers' workforce needs and provide viable career opportunities for trainees; and
- Conduct research to help the Director of Tech Training in setting strategy and goals for individual programs and the entire tech training slate.

Required Experience and Skills:

- Exceptional and demonstrated program or project management skills;
- Highly motivated self-starter who can take a top-line directive and turn it into an excellent work product quickly and with minimal supervision;
- Proven ability to quickly identify challenges and develop and execute solutions in consensus-driven environment;
- Excellent attention to detail with organizational skills;
- Proven analytical, problem solving, and creative thinking abilities;
- Superior communication and writing skills; ability to interface with a diversity of partners and manage highlevel relationships;
- Integrity, credibility, and a demonstrated commitment to the NYC Tech Talent Pipeline's mission and goals
- Proficiency in MS Word, Excel, PowerPoint, and Outlook.

Traits We Value
- A commitment to equity and inclusion, with demonstrated understanding of how socio-economic inequities impact individual opportunities and a commitment to helping individuals overcome these barriers
- An impact-driven professional with an eagerness to learn and grow.
- A problem solver who may not always know the answer, but will dive into learning as much as possible to find it. An individual willing to try new things and experiment.
- A strong project manager who enjoys seeing projects from idea to execution, able to handle multiple tasks and meet deadlines in a fast-paced, deadline-oriented environment.
- A proactive and autonomous learner, absorbing information quickly whether it is verbal or written. You ask questions, and you anticipate the needs of the organization and your colleagues. You bring a strong work ethic, collaborative attitude and a hunger to build high-quality training programs that get our participants jobs.
- Experience in or an understanding of: workforce development policy and programs; NYC technology company operations; the City University of New York (CUNY) system; and/or the tech training bootcamp industry
- Undertanding of or experience in a coaching or mentoring role is a plus.
- Understanding of or willingness to learn about the NYC technology ecosystem, including employer demand for occupational skills and competencies.

Education Requirements
- Baccalaureate degree and 2+ years of work experience;

How to Apply:
To apply for this position, please email your resume and cover letter with the subject line: **Program Manager, Tech Training** to **careers@sbs.nyc.gov** and WDCFiscal@sbs.nyc.gov

Salary: $60,000 - $70,000

Note: Only those candidates under consideration will be contacted.

If you do not have access to email, mail your resume to:
NYC Department of Small Business Services
Human Resources Unit
1 Liberty Plaza
New York, New York 10006