NYC OFFICE OF THE MAYOR
OFFICE OF OPERATIONS

Mayor's Office of Operations

Position: ALGORITHMS MANAGEMENT AND POLICY OFFICER

Location: 253 BROADWAY, NEW YORK, NY

ORGANIZATIONAL PROFILE: The Mayor's Office of Operations works to make New York City government more effective and efficient. The Office is responsible for managing and coordinating multiagency initiatives and using data to help the City make informed policy decisions and strategic, targeted investments. The Office oversees the daily operations of City agencies, coordinates City initiatives, and assists agencies in improving service quality and in measuring performance to provide greater accountability.

The Mayor issued Executive Order 50 on November 19, 2019, which directs the City to centralize leadership relating to the fair and responsible use of algorithmic tools and other related technologies in City agency decision-making. The City is hiring an Algorithms Management and Policy Officer (AMPO) to lead this effort, creating and strengthening related best practices citywide, and supporting agencies in implementing these practices.

POSITION DESCRIPTION:

During the current COVID-19 emergency, the Mayor's Office of Operations (Operations) is coordinating task forces and facilitating joint operations to support the City's executive leadership on the City's response. Operations plays a critical role in responding to City emergencies, and staff are serving seven days a week as project managers, conveners, strategic advisors, and technical resources on a range of topics in partnership with City agencies including: food security, public safety, education, emergency management, and economic, and workforce recovery and development.

The AMPO will play a central role in ensuring transparency and equity in algorithmic decision-making systems at a time when data-driven decision-making and oversight is critical to the City's emergency response and recovery coordination.

Situated within the Mayor's Office of Operations and reporting to the Director, the AMPO will serve as a centralized resource to help guide the City and its agencies in the development, responsible use, and assessment of algorithmic and related technical tools and systems, and for engaging and educating the public on issues related to City use of these and other related technologies. The AMPO will coordinate with relevant Operations staff, City officials, agency staff, and be guided by the expertise provided by an Algorithms Management Steering Committee and an Algorithms Advisory Committee, to be established. The responsibilities of AMPO include the following functions and duties:

COVID-19 / Emergency Response Responsibilities:

- Ensure algorithms work on has a focus on populations disproportionately impacted by COVID-19 and other emergencies that highlight social disparities;
- Incorporate key emergency metric considerations into best practice guidance and methodologies;
- Approach core tasks below with a focus on emergency management and response; and
- Facilitate public engagement as detailed above, in ways that are aligned with remote delivery of public education and information.

NYC OFFICE OF THE MAYOR
OFFICE OF OPERATIONS

Core Responsibilities:

- Establish governing principles to guide City agencies in balancing the ethical and innovative uses of algorithmic systems and tools in agency decision-making, to ensure they provide the greatest benefit for New Yorkers and the City;
- Design and implement a framework to help agencies identify, prioritize, and assess algorithmic tools and systems that support agency decision-making, considering their complexity, the benefits, impact, and any potential risk of harm;
- Develop and implement policies and protocols to guide the City and its agencies in the fair and responsible use of such tools and systems, considering the unique mission, purpose, and operational needs of each agency;
- Design and implement protocols for agency reporting to the AMPO on the use of algorithmic systems and tools;
- Plan and implement a public engagement and education strategy related to the City's use of algorithmic tools and systems;
- Create and maintain a public-facing platform that provides a mechanism for interacting with the public on algorithmic systems and tools and providing resources, including fielding questions, complaints, and concerns; advising agencies on addressing these;
- Research new developments and best practices in managing the City's use of algorithmic tools and systems in agency decision-making, and remain current in this emerging field, and;
- Prepare and submit a biennial report to the Mayor and Speaker of the City Council on the progress made in implementing these directives.

PREFERRED SKILLS AND/OR QUALIFICATIONS:

- Master's degree plus a minimum 7 years or Bachelor's degree plus a minimum 9 years of relevant professional experience.
- Outstanding, proven analytical skills.
- Thorough understanding of AI, data analysis, predictive analytics, and other related methods and practices.
- Demonstrated ability to develop and effectively implement policy guidelines to govern the use of systems across disparate entities.
- A well-developed sense of management priorities.
- Ability to navigate City government and communicate effectively with administrative and technical leaders.
- Exceptional consensus-building skills and communication skills; ability to communication well in forums with multiple City agencies and with advocates and members of civil society.
- Ability to thrive in a fast-paced environment and effectively help team members manage multiple projects simultaneously.
- Excellent presentation skills.
- Previous management experience with a proven ability to build and lead a team.

NOTE: Applying for this role does not guarantee applicants an interview.

SALARY: Commensurate with experience

TO APPLY: Go to NYC Jobs and type in the position and/or Job ID Number.

NEW YORK CITY RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT

NYC OFFICE OF THE MAYOR
OFFICE OF OPERATIONS

Mayor's Office of Operations

THE CITY OF NEW YORK AND THE OFFICE OF THE MAYOR ARE EQUAL OPPORTUNITY EMPLOYERS

For current job opportunities in the NYC Mayor's Office visit: http://bit.ly/nycmojobs