Office Title: Product Manager

Civil Service Title: Computer Specialist (Software)

Level: 1

Salary Range: $81,951 - $90,000

Division / Work Unit: Information Technology

Number of Positions: 1

Job ID: 531798

Hours / Shift: Monday – Friday (9am -5pm)

Position Status: Full-Time / Permanent

Application Deadline: Until Filled

DISCLAIMER: The NYC Department of City Planning does not offer Sponsorship, of any kind, for any type of employment opportunity.

THE AGENCY

The Department of City Planning (DCP) plans for the strategic growth and development of the City through ground-up planning with communities, the development of land use policies and zoning regulations applicable citywide and sharing its perspectives on growth and community needs with sister agencies in collaboration with the Office of Management and Budget (OMB).

DCP’s six strategic objectives include: (a) catalyze long-term neighborhood improvement through integrated planning and targeted accompanying public investments; (b) encourage housing production, affordability, and quality; (c) promote economic development and job growth; (d) enhance resiliency and sustainability of neighborhoods; (e) ensure integrity, timeliness and responsiveness in land use reviews; and, (f) supply objective data and expertise to a broad range of planning functions and stakeholders.

Central to its mission, DCP supports the City Planning Commission in its annual review of approximately 450 land use applications. The Department also works closely with OMB in developing the Ten-Year Capital Strategy, and helping administer the Neighborhood Development Fund, geared toward ensuring that growing neighborhoods undergoing rezoning have accompanying infrastructure investments.

The New York City Department of City Planning is a great place to work – cultivating intellectual inspiration, professional development and creativity. Visit our website at www.nyc.gov/planning to access the full listing of job opportunities and to learn more about our great agency.
THE DIVISION
Information Technology Division (ITD) is responsible for supporting the agency’s technology footprint including technology infrastructure across five boroughs, as well as workflow applications and databases for analytics and decision making. The division is comprised of 50+ inter-disciplinary staff with specialties in desktop support, server engineering, telecommunications, application development, database maintenance, data processing, data visualization and mapping, amongst many others. The division provides technology support for agency staff across five boroughs.

THE POSITION
The NYC Planning Digital Services group (within ITD) is looking for an energetic and highly organized Product Manager. Product Managers on our team are strategic thinkers who are comfortable defining a compelling vision and designing a measurable strategy to achieve that vision. You know how to motivate cross-functional teams to deliver impactful features that bring the most value. You’re skilled at defining meaningful goals that galvanize the team, whether that means generating a product vision and strategy with your team or helping product partners articulate and focus their vision and strategy. You’ll collaborate with other product managers and share best practices, tools, and lessons learned with your peers and leaders to help guide our approach to digital transformation.

You’ll have the chance to manage as well as work on our portfolio of products ranging from data visualizations to complex analytics and mapping tools. Some of the products you’ll get to work on include the following apps and services:

- Web maps like Zoning and Land Use (ZoLa) and Street Map, which make vast amounts of city data quickly accessible to planners and citizens alike.
- Analysis and automation tools, like CEQR App and Equitable Development Data Explorer, that break down complex government processes and make them faster, easier, and more understandable.
- Legal transparency platforms like the Online Zoning Resolution.
- Business process management tools that support NYC’s Uniform Land Use Review Procedure, and integrated public-facing products like ZAP Search and the Applicant Portal.
- Demographic and data tools like Population FactFinder and Community Profiles.
- Focused data and mapping projects highlighting specific datasets or policies such as Waterfront Access and the Capital Planning Explorer.
- NYC’s authoritative geocoding application, Geosupport.

Our products each have an extremely well-defined userbase, with many being power users who rely heavily on our tools to accomplish their daily tasks. You’ll work directly with them to gather feedback, identify necessary features, and define requirements. Many users even work in the office with you, which fosters easy collaboration.

Working alongside designers, developers, and product partners, you’ll guide discussion towards logical assumptions and make sure those assumptions are thoroughly tested. We place great value on communication and transparency. Traditional performance indicators such as user acquisition and retention or profit/loss are less relevant in our products, as it’s often feasible for us to talk to every single person in a user base. Our objective is impact, not profit. We strive to give the public better access to information, inform policy makers, and streamline government processes.

RESPONSIBILITIES:
- Lead communications between product users, partners, stakeholders, and a cross-functional team of designers and engineers.
- Ensure all team members have a shared understanding of product objectives, goals, and metrics.
- Use evidence (research, analytics, metrics) to make product decisions, conduct analysis of technical needs and research possible solutions.
• Ask “why” a lot.
• Help your peers understand how to deliver value rather than features, vetting ideas based on potential impact.
• Create product strategies and roadmaps and develop communications strategies to support product goals.
• Identify, proactively monitor, and address product risks.
• Work with the team to set and meet quality standards.
• Coach product partners in agile, open source, and user-centered design principles so they understand the value these practices bring.
• Keep abreast of product management best practices and tools that could improve the way we work
• Stay on top of new technologies and open-source products.
• Recommend when to not build custom tools.
• Contribute to our team’s transparency with blog posts and presentations that share our work, our successes and failures, and our mission.

YOU SHOULD APPLY IF:

• You have experience helping interdisciplinary product teams in the research, design, development, and delivery of digital products or services.
• You have experience bringing products from concept to delivery, using iterative development methodologies, user-centered design and planning tools, and continuous delivery methodologies.
• You have domain knowledge of urban planning challenges and are passionate about using technology to improve urban planning and government processes.

MINIMUM REQUIREMENTS:
Authorization to work in the United States is required for this position. NYC Department of City Planning does not provide sponsorship for international employees. Applicants are responsible for ensuring that they meet all minimum qualifying requirements for this position, at the time of application.

(1) A baccalaureate degree from an accredited college, including or supplemented by twenty-four (24) semester credits in computer science or a related computer field and two (2) years of satisfactory full-time software experience in designing, programming, debugging, maintaining, implementing, and enhancing computer software applications, systems programming, systems analysis and design, data communication software, or database design and programming, including one year in a project leader capacity or as a major contributor on a complex project; or

(2) A four-year high school diploma or its educational equivalent and six (6) years of full-time satisfactory software experience as described in “1” above, including one year in a project leader capacity or as a major contributor on a complex project; or

(3) A satisfactory combination of education and experience that is equivalent to (1) or (2) above. College education may be substituted for up to two years of the required experience in (2) above on the basis that sixty (60) semester credits from an accredited college is equated to one year of experience. A masters degree in computer science or a related computer field may be substituted for one year of the required experience in (1) or (2) above. However, all candidates must have a four year high school diploma or its educational equivalent, plus at least one (1) year of satisfactory full-time software experience in a project leader capacity or as a major contributor on a complex project.
NOTE: In order to have your experience accepted as Project Leader or Major Contributor experience, you must explain in detail how your experience qualifies you as a project leader or as a major contributor. Experience in computer operations, technical support, quality assurance (QA), hardware installation, help desk, or as an end user will not be accepted for meeting the minimum qualification requirements.

Special Note
To be eligible for placement in Assignment Level IV, in addition to the Qualification Requirements stated above, individuals must have one year of satisfactory experience in a project leader capacity or as a major contributor on a complex project in data administration, database management systems, operating systems, data communications systems, capacity planning, and/or on-line applications programming.

TO APPLY: All applications must be submitted through ESS
City Employees
1. Log in to ESS.
2. Search for job ID number: 531798
3. Click on the job business title: Product Manager
4. Click on “Apply Now” at the bottom of the posting

Non-City Employees – Please visit: https://www1.nyc.gov/jobs/ and follow the steps below:
1. Search for job ID number: 531798
2. Click on the job business title: Product Manager
3. Click on “Apply Now” at the bottom of the posting

Only applicants under consideration will be contacted. Appointments are subject to Office of Management and Budget (OMB) approval.

As of August 2, 2021, all new hires must be vaccinated against the COVID-19 virus, unless they have been granted a reasonable accommodation for religion or disability. If you are offered city employment, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by the hiring agency.

PLEASE NOTE: New York City residency is generally required within 90 days of appointment. However, City Employees in certain titles who have worked for the City for 2 continuous years may also be eligible to reside in Nassau, Suffolk, Putnam, Westchester, Rockland, or Orange County. To determine if the residency requirement applies to you, please discuss with a Human Capital representative.

The City of New York is an inclusive equal opportunity employer committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment based upon any legally protected status or protected characteristic, including but not limited to an individual’s sex, race, color, ethnicity, national origin, age, religion, disability, sexual orientation, veteran status, gender identity, or pregnancy.

As a current or prospective employee of the City of New York, you may be eligible for federal loan forgiveness programs and state repayment assistance programs. Please review the notice to see if you may be eligible for programs and how to apply at nyc.gov/studentloans.