18F Consulting Software Engineer Performance Profile

Position summary

18F is looking for talented software engineers who will help our partner agencies deliver better digital services to the public. As a Consulting Software Engineer at 18F, you will be a builder, contributor to cross-functional teams, and coach. Working with folks across the organization, you will solve large, complex problems while promoting user-centered, open, and transparent culture. The role involves diverse responsibilities — you might be modeling software development best practices for partners one day, facilitating meetings with members from partner agencies another day, and launching a new product that will impact the lives of Americans across the country the next week. 18F is an open-source team, so most of what you work on will be open source.

Consulting Software Engineers on our team are:

- Problem-solvers of both engineering challenges and human factors problems, with a discerning judgment to differentiate between the two.
- Technical experts who develop high-quality software and share best practices.
- Empathetic coaches, mentors, and advocates who help partner agency staff develop the skills to build and maintain their own digital services/products.
- Collaborative teammates in cross-functional teams.

18F's core languages are Ruby, Python, and JavaScript. You should have strong, demonstrable experience with at least one of these languages and should be proficient in web development, relational databases, and using Unix-like operating systems. You should understand and use engineering best practices such as source control, automated testing, continuous integration and deployment, and peer review. You

should be able to adapt these best practices to meet partners' needs and abilities, and help partners deploy the best practices that work for them.

Key objectives

Objective #1: Develop high-quality software and help others do the same

You'll contribute well-tested, maintainable code across an entire project lifecycle, using best practices for modern software development.

Successful consulting software engineers:

- Practice and enthusiastically share engineering methodologies and tools throughout all stages of the project lifecycle.
- Influence project planning and design using usability research, analytics, and other metrics.
- Participate in code review, architecture discussions, and feature prioritization.
- Strive for excellence in all projects you touch; leave code better than you found it.
- Contribute to documentation, tests, style fixes, accessibility, performance, security, and more.
- Deliver code that's easy to deploy, update, and monitor by ensuring that the necessary tooling is present early in the project development cycle or by introducing tooling into an existing project, as needed.
- Navigate bureaucratic processes, including security and compliance processes, Section 508 accessibility reviews, and technical stakeholder management.

Objective #2: Contribute to team culture and knowledge

You'll positively contribute to the culture and knowledge of the engineering team and the larger part of the organization, practicing and enthusiastically sharing agile methodologies throughout all stages of the project lifecycle.

Successful consulting software engineers:

- Work within a distributed, multidisciplinary agile team by participating in constructive discussions, openly sharing knowledge, and demonstrating the value of contributions from both developers and non-developers.

- Support a safe, inclusive workplace and a positive team culture where all team members value diversity and individual differences.
- Provide visibility into each project's progress, communicate blockers and challenges, and ask for help when you need it.
- Demonstrate a strong understanding of the elements of agile methodology (scrum, kanban, and so on).
- Practice human-centered design, user testing, feature prioritization, DevOps, and other relevant concepts.

Objective #3: Deliver results for the public

You'll produce high-quality results by applying technical knowledge, analyzing problems, and calculating risk.

Successful consulting software engineers:

- Hold themselves accountable for measurable, high-quality, timely, and cost-effective results.
- Demonstrate credibility in their areas of expertise.
- Meet the needs of internal and external customers.
- Make well-informed, effective, and timely decisions.
- Identify and analyze problems in a constructive manner.
- Explain technical issues and concepts clearly to both developers and non-developers.

Objective #4: Lead change to meet organizational goals

You'll drive change, both within and outside the organization, to meet organizational goals. You'll help establish an organizational vision and implement it in a continuously changing environment.

Successful consulting software engineers:

- Dig into why systems and processes work the way they do, and find ways to work across TTS and GSA to make them more effective and efficient.
- Develop, implement, and drive technical strategy in engineering-specific and organization-wide contexts.
- Keep up-to-date on policies and trends that affect the organization and shape stakeholders' views.

- Adapt to change and quickly integrate new information.
- Take a long-term view and build a shared vision with people across TTS, GSA, and across the US Government.