

## Senior Product Manager

TTS supports federal agencies in their efforts to use crowdsourcing and prize competitions (Challenge.Gov) to engage the public to develop innovative solutions to critical issues and CitizenScience.Gov, a website where federal agencies seek to engage the public in scientific research and discovery via citizen science activities. Challenge.Gov and CitizenScience.Gov allow federal agencies to connect directly with the American public.

Challenge.Gov is a secure crowdsourcing platform to engage the American public in federally sponsored prize competitions and challenges. Since launching in 2010 Challenge.Gov has hosted over 2,000 prize competitions sponsored by over 100 agencies and organizations including the White House Office of Science Technology Policy, Department of Transportation, Department of Energy, Health and Human Services, and many more. Federal employees use Challenge.Gov to create, publish, and manage prize competitions and the public can engage with challenges by following a challenge or submitting an entry directly.

CitizenScience.Gov is an informational website that serves both the federal and public audience. It hosts a catalog of over 500 citizen science projects along with knowledge products that include a toolkit and case studies.

Collectively, Challenge.Gov and CitizenScience.Gov represent websites that support the government's role in engaging with the American public to innovate, solve problems, and to participate in scientific discovery.

## Position Summary

As the Senior Product Manager of Challenge.Gov and CitizenScience.Gov, you'll lead a cross-functional team to deliver user-centered products using agile methodologies and effective software development practices. You will build capacity for delivering government products that truly engage and serve the public. The Product Manager for our team is a:

- Strategic thinker who is comfortable defining a compelling vision and designing a measurable strategy to achieve that vision.
- Decisive leader who motivates cross-functional teams to build the right thing.
- A builder who is comfortable making big changes.
- A leader who believes in open government and technology that empowers the public

## Major Duties

This includes but is not limited to:

**Implement the product vision and lead end-to-end product development**

- Lead a cross-functional team of designers, system security, and engineers to ensure product delivery.
- Energize and motivate the team by recognizing successes and learning from failures.
- Identify and proactively monitor and address product risks.
- Demonstrate ability to manage complex relationships, such as multiple internal partners, contractors, SaaS vendors, and multiple distinct user groups.
- Own, develop and communicate the product vision and product roadmap.
- Set and meet quality standards for products your team builds and maintains.
- Adhere to security standards, protocols, ATO requirements, and reporting.
- Use evidence (user research, analytics, and other metrics) to make product decisions.
- Develop products based on measured impact, such as value created, customer feedback/needs, and user patterns.
- Skill at product development practices including agile/iterative software development, use of open source tools or techniques, and user-centered product approaches.

#### **Build institutional expertise around product management**

- Share best practices with stakeholders in the Prizes and Challenge Community of Practice and the Crowdsourcing and Citizen Science Community of Practice.
- Share lessons learned from your work on Challenge.Gov and CitizenScience.Gov with peers and leaders to help guide our approach to open innovation.
- Stay informed of new technologies and product management tools and practices that could improve the way we work and solve government problems.
- Pay attention to well-supported open source product offerings that can be reused in a government context to solve common problems.
- Maintain expert-level knowledge of 21st Century IDEA related accessibility requirements and also the US Web Design System offerings.

#### **Collaborate effectively on distributed, agile teams**

- Ability to establish and facilitate aspects of modern product development practices at the organizational level including agile/iterative software development, use of open source tools or techniques, and user-centered product approaches.
- Dynamic ability to manage collaboration among the SaaS team and contractors.
- Maintains a team culture of respect, fairness, and reliable expectation of communication.
- Demonstrated ability to engage and collaborate with federal customers to identify and refine user needs and feature development.