Performance Profile: cloud.gov Product Manager

Opportunity Overview

This opportunity is located in the Technology Transformation Services (TTS) Solutions Division's cloud.gov team. The cloud.gov team is remote-first and is composed of experts across web application development, software engineering, cybersecurity and security engineering, and platform engineering.

cloud.gov helps government agencies buy, build, and secure modern cloud services by operating a managed cloud platform based on AWS infrastructure that is tailored to meet government scale and security needs. cloud.gov reduces the start-up time for federal agencies to host and update websites, APIs, and other digital services, so that agencies can focus on their mission and more quickly serve the American public.

Position Summary (Public)

As a Product Manager in cloud.gov, you'll collaborate with and lead cross-functional teams to deliver cloud-based products and features using agile methodologies and modern software development practices while building capacity for product innovation in government.

This is an opportunity to help refine the vision, develop the roadmap, and deliver on making cloud.gov infrastructure and services easy to buy, configure, deploy, and maintain.

Product managers on our team are:
- Strategic thinkers who are comfortable defining a compelling vision and designing a measurable strategy to achieve that vision.
- Decisive leaders who know how to prioritize and make tradeoffs so that cross-functional teams build the right thing that customers want and need.
- Comfortable learning about and understanding the secure software development lifecycle, modern cloud infrastructure services and tools, and federal security and compliance standards.

Key Objectives

Objective #1: Steward and implement the product vision and lead end-to-end product development
- Seek to understand and center the needs of our customers and the varieties of applications, data streams, and workloads that support their missions.
- Analyze market demand and market fit, do competitive analysis, and create a product strategy, roadmap, and a communications strategy supporting product goals.
- Lead a cross-functional team to ensure product delivery.
- Identify and proactively monitor and address product risks and test assumptions.
- Work with the team to set and meet quality standards for any product you build.
- Use evidence (user research, analytics, customer data, and other metrics) to make product decisions.
- Build appreciation and feedback loops and learning into team practices by recognizing successes and learning from failures.

GS-15

- Leading cross functional teams to design, develop, and deliver digital products or services
- Developing products based on measured impact, such as time or money saved or value created or speed to market
- Owning, developing, and communicating the product vision and product roadmap
- Extensive demonstrated ability to manage complex relationships, such as multiple internal partners, significant executive oversight, or multiple distinct user groups
- Extensive skill at modern product development practices including agile/iterative software development, use of open source tools or techniques, and user-centered product approaches.

Objective #2: Build institutional expertise around product management
- Share best practices and tools with your peers across the organization.
- Keep abreast of product management best practices.
- Stay on top of new technologies and how they could help solve government problems.
- Pay attention to well-supported open source tools and product offerings that can be reused in a government context to solve common problems.

GS-15
- Direct and share insights and opinions with other product managers, contributing to our growing culture of product management.

Objective #3: Work effectively in the federal government
- Develop and maintain knowledge of cloud infrastructure, Infrastructure-as-a-Service or Platform-as-a-Service concepts and how they are leveraged in government.
- Develop an understanding of how cloud services support agency missions, and where the friction points are in delivering digital services in a government context.
- Understand risk management frameworks and Authorization to Operate (ATO) concepts.

- Keep up-to-date on policies, regulations, and requirements that impact digital services, and seek ways in which cloud.gov can reduce the burden of these requirements for ourselves and our customers.

GS-15

- Apply expert knowledge of and expertise in driving and implementing technology solutions that overcome significant challenges resulting from complex or bureaucratic environments or technically difficult problems.
- Apply expert skill in developing and maintaining positive relationships at various levels within an organization and championing diversity, equity, inclusion, and accessibility. Expert skill in collaborating across roles and organizations to build strategic relationships, achieve common goals, and to resolve sensitive issues.