

TTS Outreach Product Manager

The TTS Outreach team is hiring for the role of a permanent GS-14 Product Manager.

Opportunity overview

This opportunity is located in the General Services Administration (GSA), Federal Acquisition Service (FAS), Technology Transformation Services (TTS) Outreach Team. TTS applies modern methodologies and technologies to improve the lives of the public and public servants. We help agencies make their services more accessible, efficient, and effective with modern applications, platforms, processes, personnel, and software solutions. The TTS Outreach team unifies and delivers on the TTS vision and business strategy, promoting TTS, its programs and services; thus, building trust with the public.

Role summary

TTS Outreach is looking for a talented product manager who will support the organization in delivering our business strategy through successful execution on our digital strategy and product management. Serving as the owner of a TTS product(s), you will help TTS improve public trust through our content, digital strategy and public- and partner-facing products. You will use the digital properties and platforms within TTS to transform the way the public and key stakeholders consider technology in government. You will help TTS remain the go-to provider and leader in shared digital services and consulting in government.

In addition, the TTS Outreach team is a shared service providing support to the 24+ products and platforms in TTS, including 18F, Presidential Innovation Fellows, Login.gov, FedRAMP, and others. This support includes outreach and communication elements, such as storytelling, press/media, social media, etc and it also includes digital strategy and product management of many domains and subdomains in the TTS digital ecosystem. This role will not only serve as the owner of a TTS product(s) but also provide support through guidance, governance and

insight to cross-functional teams across the organization, helping solve large, complex problems and deliver user-centered products using agile methodologies and modern software development practices. Through close collaboration, this role will research, understand, execute and monitor the needs of product delivery teams in the organization.

TTS Outreach is looking for a product manager focused on product development and stakeholder management and engagement, including:

- Leading cross-functional development teams to own and grow existing, in-market products
- Supporting and advising internal cross-functional teams as they build new products, partner with other government agencies and help them deliver mission-critical software
- Partnering with key stakeholders and other product owner to evolve our culture and establish sustainable best practices for product development

These roles will be a great fit for you if you are a:

- Strategic thinker who is comfortable defining a compelling vision and designing a measurable strategy to achieve that vision
- Expert in key areas essential to digital products in government, such as analytics, accessibility and user experience.
- Decisive leader who knows how to motivate cross-functional teams to build the right thing
- Strong executor that is able to deliver results to stakeholders and the public

An ideal candidate will be equally excited about sticky technical issues and intricate human ones. The strongest candidates will have a background working on cross-functional, multidisciplinary teams that deliver digital products and services in an incremental, user-focused environment.

If you are interested in this role, you should apply.

Key objectives

Key objective #1: Build or steward the product vision and lead end-to-end product development

You are an experienced product manager who can unite vision and execution to lead a strategy in delivering the right value to the right people. You're skilled at defining a meaningful end goal to galvanize a supporting team, whether that means generating a product vision and strategy with fellow SMEs or helping other product owners and key stakeholders articulate and focus their vision and strategy.

Successful product managers at TTS:

- Establish a vision and ensure all team members and stakeholders have a shared understanding of product objectives, goals, and metrics
- Analyze market demand and market fit, do competitive analysis, and guide build vs. buy or reuse approaches
- Create a product strategy and roadmap and develop a communications strategy supporting product goals
- Identify and proactively monitor and address product risks
- Lead or facilitate a cross-functional team of researchers, designers, and engineers to ensure the right product is delivered to the right audience
- Work with the team to set and meet quality standards for any product you build
- Use evidence (user research, analytics, and other metrics) to make product decisions, ask “why” a lot, and recognize the difference between “we can’t do that because of bureaucracy” and “we can’t do that because of the law”
- Energize and motivate the team by recognizing successes and learning from failures
- Ensure that products comply with federal regulations such as Authority to Operate, the Paperwork Reduction Act, and Section 508

Key objective #2: Support key stakeholders in delivering results to the public

As a product manager at TTS, your job isn't to deliver software; your job is to create sustainable outcomes that benefit the public. You'll uphold a modern product development mindset and make sure every project you touch is set up for sustained long-term success. As part of that, you'll share your expertise and experience with your teammates and stakeholders in order to ensure that you are not a single point of success.

Successful product managers at TTS:

- Help key stakeholders understand how to deliver value, rather than features, to their users
- Help teammates and stakeholders navigate complex bureaucratic relationships to bring stakeholders together around a common product vision and strategy
- Advocate for and explain agile, open source, and user-centered principles so that teammates, stakeholders, and government partners understand the value these practices bring
- Improve the government's product management capacity by coaching and mentoring more junior product managers
- Work with internal shared service teams to establish relationships with their security, operations, and IT efforts that will help sustain the product in the long term
- Work with teammates and stakeholders to develop communications strategies to sustain the product in the short and long term

Key objective #3: You'll meet customer expectations, along with personal and organizational goals. You'll produce high-quality results by applying technical knowledge, analyzing problems, and calculating risk.

- Hold yourself and your team accountable for measurable, high-quality, timely, and cost-effective results
- Demonstrate your credibility in your area of expertise, deliver high-quality work, and accept responsibility for mistakes

- 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 technical and non-technical audiences

Key objective #4: You'll lead 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.

- Develop new insights into situations and question conventional approaches
- 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
- Formulate and execute consistently against objectives and priorities
- Take a long-term view and build a shared vision with people across TTS, GSA, and across the US Government

Differences between GS14 and GS15 grade levels

The **General Schedule** (GS) is the predominant pay scale for federal employees. The system consists of 15 grades, from GS-1, the lowest level, to GS-15, the highest level. There are also 10 steps within each grade.

Grade GS-14

- The employee independently plans, develops, and executes important programs with minimal supervision and review.
- Performs assignments of exceptional breadth and intensity of effort often bringing the employee face-to-face with undefined factors and conditions which must be resolved in order to define the nature and scope of the work.
- May serve as a leader and mentor for more junior members on a team.
- The employee is required to continuously exercise broad latitude to determine the intent of applicable guidance; to develop guidance for the specific area of work; and formulate interpretations that may take the form of policy statements and guidelines.

- Supervision and review of work is extremely minimal. Performs work with wide latitude for the exercise of independent judgment, work of exceptional difficulty and responsibility along special technical or administrative lines which has demonstrated leadership and unusual attainments.

Grade GS-15

- The employee independently plans, develops and executes large scale programs that lead to new ways of working and/or innovative approaches.
- Performs work under general administrative direction, with very wide latitude for the exercise of independent judgment, work of outstanding difficulty and responsibility along special technical or administrative lines which has demonstrated leadership and exceptional attainments.
- Leads cross functional teams and develops guidelines for future use. Interfaces regularly with high-level stakeholders
- Work consists of broad functions and processes such as: planning and leading efforts to address issues in areas where precedents do not exist; and establishing new concepts and approaches. Assignments are characterized by: exceptional breadth and intensity of effort; and often involving several activities being pursued concurrently or sequentially with the support of others within or outside the agency.
- The employee decides what needs to be done by conducting extensive investigation and analysis of largely undefined factors and conditions to determine the nature and scope of problems and to devise solutions. The employee makes continuing efforts to develop new concepts, theories, or programs, or to solve problems that have previously resisted solutions.
- The supervisor provides administrative and policy direction in terms of broadly defined missions or functions.