

Performance Profile: GS 15 Product Manager

About the TTS Public Benefits Studio

The TTS Public Benefits Studio is a cross-functional team of technologists with specialized experience working across public benefits programs like Medicaid, SNAP, and unemployment insurance. We collaborate with benefits programs to develop shared technology tools and spread best practices that reduce the burden of navigating government programs for low income individuals and families.

Role Summary

The Benefits Studio is looking for a talented product manager to help us build software products that radically improve public benefits delivery across benefits programs. Specifically, we're currently working to get our [Notify messaging service](#) to pilot and early production access. As a product manager on the Benefits Studio team, you will work with your team and a range of stakeholders to identify the highest-value opportunities to improve benefits delivery for the public, collaborate with your team in testing those ideas, and scaling those that demonstrate promise. With the support of the team, you will solve large, complex problems while building a user-centered, open, and transparent culture.

Your day to day will vary widely and could include:

- conducting market research to assess current landscape, product market fit, and build/buy/borrow analysis
- meeting with benefit agencies to identify their pain points, needs, how the Studio's products and services might support their program outcomes, and involve them in the development process
- crafting and managing product roadmaps in collaboration with team members and external stakeholders to provide alignment on scope and expectations
- managing agile development processes and communications across stakeholder groups to ensure alignment and navigate blockers
- piloting and launching products like [Notify.gov](#) that improve outcomes across public benefits programs at multiple levels of government
- publishing lessons learned while doing the work to disseminate knowledge and build community

This role is perfect for you if you care deeply about improving access to and outcomes of public benefits programs. You should be excited to apply your skills, share them with your colleagues, and learn from them in turn.

We're looking for a product manager who can unite vision and execution to lead an interdisciplinary team in delivering the right value to the right people. You're skilled at defining a meaningful end goal to galvanize your team, whether that means generating a product vision and strategy with your team or identifying the focus of the next sprint. The best candidates will have a background in market research and product fit, working in highly-regulated environments, and defining staffing needs to deliver incremental value.

Key Objectives

Objective #1: Steward the product vision and lead end-to-end product development

- Serve as a senior expert technologist who defines current environments and assesses agency IT systems to identify paths and blockers for implementation.
- Navigate the multitude of different customer goals, agency objectives, milestones, interfaces, and demands to ensure the right product is delivered to the right audience.
- Lead your cross-functional team to establish your product vision, strategy, roadmap, and metrics, and ensure all internal and external stakeholders are well informed and bought into all of the above.
- Conduct user research and use evidence to determine market demand and market fit, do competitive analysis, inform build vs. buy vs. reuse approaches, and make other product decisions.
- Lead the team to set and meet quality standards for any product you build; identify and proactively monitor and address product risks; and ensure your product complies with federal regulations such as Authority to Operate, the Paperwork Reduction Act, and Section 508.
- 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.”
- Promote collective success; make time for collaborative decision-making in project work; acknowledge how others’ contributions led to achievements; and create shared ownership of success, risks, and accountability.
- Promote transparency in how decisions are made, and regularly include others in planning and decision-making.

Objective #2: Establish a product practice within the TTS Benefits Studio

- Lead, coordinate, communicate, integrate, and be accountable for the overall success of the program, ensuring alignment with critical agency priorities.
- Provide administrative and policy direction in terms of broadly defined missions or functions, and review work for potential impact on broad TTS policy objectives and program goals.
- Plan and lead efforts to address IT issues in areas where precedents do not exist; and continuously establish new concepts and approaches.
- Keep abreast of product management best practices, new technologies, and well-supported open source product offerings that can be reused in a government context to solve common problems (to avoid building custom tools if not needed).
- Determine the size, skills, and roles necessary for a team to deliver a product and identify appropriate team members.
- Maintain a work environment of respect, diversity, equity, inclusion, accessibility, mutual support, flexibility, collaboration, continuous learning, and commitment to customer / partner needs. Ensure all perspectives are valued and included. Uphold TTS’ values of inclusion, integrity, and impact.
- Identify power dynamics within teams and with partners, and respond thoughtfully and open space equitably among team members.

Objective #3: Work effectively in the federal government

- Demonstrate willingness to develop and maintain knowledge of public benefits programs and navigating program administration across multiple levels of government.
- Keep up-to-date on policies and trends that affect the organization and shape stakeholders’ views.
- Skillfully navigate complex organizational relationships both within and outside of TTS.

- Cooperatively negotiate disagreements and mediate compromises.
- Incorporate diversity, equity, inclusion, and accessibility practices into project work.
- Demonstrate genuine interest in the day-to-day activities that keep our government running.
- Expert skill navigating complex bureaucratic organizations to discover key decision makers and stakeholders.
- Apply mastery knowledge of the GSA, TTS missions, programs, and legislative history to develop and advise on IT policies and to implement program and/or project goals.
- 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.