Web Tools Portfolio - Software Engineer

TTS is hiring for the role of a GS-15 software engineer for the Web Tools Portfolio. **This role will support the Digital Analytics Program and the Feedback Analytics Program**. Engineers are crucial to TTS significantly improving our products, platforms, and services. This is an opportunity to make a huge difference in the lives of the public and other federal agencies. This page contains a high-level summary of the roles we are trying to fill.

Opportunity overview

These opportunities are located in the General Services Administration (GSA), Federal Acquisition Service (FAS), Technology Transformation Services (TTS). 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 Digital Analytics Program (DAP) offers web analytics tools, training, and support to all federal agencies. The Feedback Analytics program develops and manages government-wide services like Touchpoints that make it easier for agencies to collect and report quantitative and qualitative customer feedback to aid service improvement and decision-making. Touchpoints is a simple, flexible, and convenient way to start collecting customer feedback so agencies can focus on serving their customers rather than managing surveys.

Role summary

The TTS Web Tools Portfolio is looking for a talented software developer who will help us and our partner agencies deliver better digital services to the public. As an engineer on the team, you will be a builder, contributor, and catalyst. Working across TTS and the federal government on a system that supports the entirety of the U.S.'s digital government, you will solve large, complex problems while promoting user-centered, open, and transparent culture. The role involves diverse responsibilities — you might be writing code one day, meeting with staff from

partner agencies another day, and launching a new release that will impact the lives of Americans across the country the next week. TTS practices open source development; your published work here will be in the public domain.

This role may be perfect for you if you have the:

- Technical skills to tackle engineering problems
- Social skills to ask questions and work collaboratively with people from many disciplines
- Judgment to know when technology does or does not solve a problem

Our ideal candidate will be equally excited about sticky technical issues and intricate human ones. Impact in this role can't be measured on a GitHub contribution graph; ideal candidates should be equally comfortable writing code, explaining technical design architecture to both technical and less technical folks, and leading organizational strategy and change.

TTS' core languages are Ruby, Python, and JavaScript. You should have strong, demonstrable experience with at least one of these languages and be proficient in web development, relational databases, and using Unix-like operating systems. You should understand engineering best practices such as source control, automated testing, continuous integration and deployment, and peer review. Experience in configuring or running in common cloud platforms like AWS, Azure, and Google Cloud is very helpful. 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.

Key objectives

Key objective #1: You'll contribute high-quality, well-tested, maintainable code across an entire project lifecycle, using best practices for modern software development.

- 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

- Take pride of ownership 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
- Evaluate code created by contractors and community contributors
- Deliver code that's easy to deploy, update, understand, and monitor

Key objective #2: You'll positively contribute to the culture and knowledge of the engineering team, practicing and enthusiastically sharing agile methodologies throughout all stages of the project lifecycle.

- Work within a distributed, multidisciplinary agile team by participating in constructive discussions, openly sharing knowledge, and demonstrating value for technical and non-technical contributions
- Direct contractor engineers' work iteratively and effectively, providing expertise and support for planning, estimations, and prioritization
- 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, etc)
- Practice human-centered design, user testing, feature prioritization, DevSecOps, test-driven development, and other relevant concepts

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 and appropriately integrate federal community contributions and feedback to develop common solutions for a diverse, cross-platform user base — both the American public and federal digital teams
- 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
- Contribute to and keep up-to-date on policies and trends that affect the system itself, as well as the organization, and shapes 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