

Performance Profile:

Digital.gov Engineering Lead

TTS is hiring for the role of a GS-14 engineer for Digital.gov. This is an opportunity to make a difference in the lives of the public and federal web and digital practitioners. Keep reading for a high-level summary of the role we are trying to fill.

Opportunity overview

This opportunity is with the Digital.gov team, which is 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 empower digital professionals to use digital best practices to transform how the public interacts with the government online.

Since 2000, Digital.gov has been a trusted community partner. We provide resources and a collaborative space for members to learn how to create better government websites and digital services.. Digital.gov is more than a website. It is a far-reaching ecosystem of communities, content, and events, which allows us to share essential how-to guidance with tens of thousands of government employees and contractors.

The Digital.gov team currently manages seven communities of practice with nearly 12,000 members, hosts hundreds of events annually, and publishes new and updated content every day. Digital.gov also distributes information via multiple channels, including social media, mailing lists, newsletters, and customer support platforms. Also, as mandated by the Department of Homeland Security (DHS), Digital.gov delivers timely and urgent guidance for federal agencies during emergencies.

Position summary

Digital.gov is looking for a talented software developer who will help us and our members deliver better digital services to the public. As an engineer on the Digital.gov team, you will be a leader, builder, contributor, and catalyst. Working across TTS and the federal government on a product that supports the entire federal government, you will solve large, complex problems while promoting

user-centered, open, and transparent culture. The Digital.gov team 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 on an interdisciplinary team
- Judgment and political savvy to know when a technical solution 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 community members, and leading product strategy and change.

You should have strong, demonstrable experience with engineering best practices such as source control, automated testing, continuous integration and deployment, and peer review. 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, ideally with experience in working with Cloud.gov Pages, Drupal, and the U.S. Web Design System.

Key objectives

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

- Practice and enthusiastically share engineering methodologies and tools to internal and external audiences throughout all stages of your work
- Influence roadmap planning and design using usability and accessibility research, analytics, technical feasibility, and other metrics
- Participate in code review, architecture discussions, and feature prioritization, with a focus on maintainable, long-term solutions
- Take pride of ownership in all work you touch; leave code and other work products better than you found them
- Contribute to documentation, tests, style fixes, accessibility, performance, security, and more
- 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 team, practicing and enthusiastically sharing agile and iterative methodologies throughout our work.

- Work within a distributed, blended contractor and federal employee multidisciplinary agile team by participating in constructive discussions, openly sharing knowledge, and demonstrating value for all 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 progress internally and externally, 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.), while also continuously applying appropriate methods to the way the team works together
- Practice human-centered design, accessibility, 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 development 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, enabling work progress
- Identify and analyze a broad range of problems in a constructive way
- Explain engineering issues and concepts clearly to a wide range of 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 and question conventional approaches
- Develop, implement, and drive technical strategy in engineering-specific, organization-wide, and government-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 solutions and deliver consistently against objectives and priorities
- Take a long-term view and build a shared vision with others from TTS, GSA, and across the federal government
- Help communicate our engineering vision to internal and external audiences