

Software Engineer Performance Profile

Opportunity Overview

This full-time remote opportunity with Technology Transformation Services (TTS) Delivery Office within the Technology Operations Division. TTS is a part of the U.S. General Services Administration (GSA) under the Federal Acquisition Services (FAS) Organization. TTS applies modern methodologies and technologies to improve the public's experience with government by helping agencies make their services more accessible, efficient, and effective.

The TTS Technology Operations Division oversees, manages and coordinates everything technology-related across TTS, and anything technology-related that will affect TTS from the outside, particularly security, compliance, infrastructure, and policy.

Position Summary (Public)

As the Software Engineer within the Technology Operations Division, you will perform project management and a wide range of software engineering, system development, methodology development and evaluation activities. You will also support the ongoing operation and administration of cloud hosted solutions that are utilized across TTS to ensure products are maintained to be responsive to stakeholder requirements and configured in an efficient, secure manner.

Key Objectives

- 1. Lead IT projects in the development, design, acquisition, test, implementation, maintenance, and modification of TTS software**
 - Create project plans, charters, status reports, risk identification, independent government cost estimates (IGCEs) and other documentation
 - Carryout system development life cycle (SDLC) activities including requirements gathering, analysis, design, development, configuration, testing, implementation, deployment, maintenance, and enhancement of large & complex projects
 - Coordinate with TTS Programs to gain consensus on new requirements and on the project approach, schedules, and deliverables and on how to incorporate new functionality without comprising the existing system or the security and privacy protocols that are mandated
- 2. Administer cloud hosted solutions, primarily Software-as-a-Service (SaaS) on a day-to-day basis**
 - Provide technical management and support of cloud implementation or enhancements efforts
 - Serve as the Tech Operations Escalation Point of Contact for issues related to supported platforms
 - Maintain supported platforms including software updates and upgrades in coordination with the platform vendor(s), integrator(s), product owners and other stakeholders as required
 - Perform maintenance tasks on supported platforms, such as configuration, user management, license management, reporting, security controls, and data management

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- 3. Participate as part of the engineering team, practicing and enthusiastically share agile methodologies throughout all stages of the project lifecycle**
- Work within a distributed multidisciplinary agile team(s) by participating in constructive discussions, sharing knowledge openly, and demonstrating value (story-telling) for technical and non-technical contributions
 - Support a safe and inclusive workplace as well as a positive team culture where diversity and individual differences are valued and leveraged
 - Provide visibility into progress, communicate blockers and challenges, and ask for help when necessary
 - Understand elements of agile methodology (scrum, kanban, etc) without being overzealous about any particular tool or strategy
 - Practice human centered design, user testing, feature prioritization, DevOps, and other foundational best-practices of modern software product development

Desired Skills

- Knowledge of software product delivery in a federal DevOps environment
- Ability to handle multiple priorities and communicate expectations up/down the chain
- Provisioning, administering and configuring of cloud-based applications of any hosting model, including Software-as-a-Service (SaaS) or Platform-as-a-Service (PaaS)
- Maintaining cloud-based solutions including leading or executing access control configuration/user management, authentication/single sign-on, license management, workflow management, report creation and maintenance, platform upgrades, data management (including import/export functions), developing or supporting integrations with 3rd party systems, and/or automation configuration tasks
- Leading technical project management of cloud-based solutions such as requirements analysis, functional design, cost/resource planning, and technical implementation planning