

Performance Profile: GS-15 Software Engineer (Python Specialist)

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 full-stack Python engineer to join our team building 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 developer on the Studio team, you will be a builder, contributor, and a catalyst. 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 work in the Studio and on the Notify pilot specifically will include:

- Contributing to the Flask-powered front-end to add new user-facing features, streamline existing code, and otherwise prepare the inherited codebase for piloting and beyond.
- Contributing to the Flask-powered core API that powers the tool, improving and expanding the feature set offered and reshaping the structure to better serve our front-end as well as direct API users.
- Blazing a trail for future devs to easily onboard and contribute to a government-wide service by creating and updating useful documentation, writing clean code, making informed technical trade-offs, and building repeatable processes.
- Participating in research to ensure that the work is informed by the challenges and pain points of the public and takes the reality of program delivery into consideration.
- Working with the broader Studio team to help define what it is, how it works, and where it's going.

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.

You should understand engineering best practices such as source control, automated testing, continuous integration and deployment, and peer review. The best candidates will have a background working on cross-functional, multidisciplinary teams that deliver digital products and services in an incremental, user-focused way (bonus for doing so in highly-regulated environments). Candidates with experience working with SMS products and/or early product development are highly encouraged to apply.

Key Objectives

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

- Practice and enthusiastically share engineering methodologies and tools throughout all stages of the project lifecycle.
- Use usability research, analytics, and other metrics to influence project planning and design.
- Participate in code review, architecture discussions, and feature prioritization.
- Take pride of ownership in all products you touch; leave code better than you found it.
- Contribute to documentation, tests, style fixes, accessibility, performance, security, etc.
- Deliver code that is easy to deploy, update, and monitor by ensuring the tooling for this is present early in the project development cycle or by introducing tooling into the existing project as needed.
- Understand elements of agile methodology (scrum, kanban, etc), human centered design, user testing, feature prioritization, DevOps, and other relevant modern product development concepts.
- Hold yourself and your team accountable for measurably high-quality, timely, and cost-effective results.
- Be a credible technician in your area of expertise, deliver high-quality work, and accept responsibility for mistakes.
- Meet the needs of internal and external customers.
- Serve as a recognized and respected authority on a diverse range of highly technical and complex software engineering issues, as well as more widespread IT issues affecting customer agencies' missions.
- 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.

Key Objective #2: Foster a healthy engineering practice within the TTS Benefits Studio

- Work within distributed multidisciplinary agile teams by participating in constructive discussions, sharing knowledge openly, and demonstrating value for technical and non-technical contributions.
- Provide visibility into progress, communicate blockers and challenges, and ask for help when necessary.
- Make well-informed, effective, and timely decisions.
- Position the organization for future success by identifying new opportunities.
- Identify and analyze problems in a constructive manner.
- Keep up to date with developments in the private sector; seek out best practices; and identify and seize opportunities that are not obvious to others.
- Maintain a work environment of respect, diversity, equity, inclusion, accessibility, mutual support, flexibility, collaboration, continuous learning, and commitment to customer / partner needs. Ensures all perspectives are valued and included. Uphold TTS' values of inclusion, integrity, and impact.

- Plan and lead efforts to address IT issues in areas where precedents do not exist; and continuously establish new concepts and approaches.

Key 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.
- 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.
- Keep up-to-date on policies and trends that affect the organization and shape stakeholders' views.
- Serve as a liaison to high-ranking stakeholders within GSA and other agencies to convey information regarding IT program activities, policies and goals; to clarify procedures; and to interpret directives as needed.