

IT Project Manager & Customer Support

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 Technology Operations IT Project Manager you will provide the overall planning, coordination, and direction in the establishment and accomplishment of project goals. Accomplish specific tasks, studies, and requirements in support of TTS' mission. Reviews guidance and tasking as well as devise plans and methods to economically accomplish the requirements. Translates broad concepts and objectives into projects with specific delineation of the role for various organizational and/or functional elements.

Key Objectives

1. Provide project management support for Technology Operations

- Plan, implement, and manage major TTS-wide shared services to effectively recognize, report, track, and resolve problems; and evaluate the feasibility of adapting new methods to enhance customer satisfaction
- Ensure the integration of IT programs and services; developing solutions for integration and/or interoperability issues
- Design, develop, and manage IT customer service issues that meet current and future business requirements
- Manage assigned projects; communicating complex technical requirements to non-technical personnel; and preparing and presenting briefings to senior management officials on complex/controversial issues

2. Perform operations rotation and contract officer's representative (COR) duties

- Assist the TTS workforce with non-standard IT requests
- Conduct user account management for IaaS/PaaS/SaaS products
- Assist the Contracting Officer (CO) with completion of the performance evaluations of contractors
- Submit documentation for various IT acquisitions and procurements
- Serve as the liaison between the TTS and the Contractor(s)
 - Ensure proper implementation of requirements
 - Monitor contract performance
 - Attend program management reviews
 - Evaluate work as it progresses

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- Exercise technical direction within the scope of the contract
- Inspect and accept completed work on behalf of the government
- Review invoices and make recommendation to the CO for payment
- Assist with the required steps for contract closeout

3. Collaborate effectively on distributed, agile teams

- Participate in staff meetings and provide feedback to help improve the way the team works
 - Openly share knowledge and work collaboratively to solve complex problems
- 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

Desired Skills

- Take the required training to the FAC P/PM Senior and/or FAC-COR Level III Certifications
- The ability to interact with a wide range of people from different backgrounds
- Excellent teaching, problem-solving, communication, and interpersonal skills
- Handle multiple priorities and communicate expectations up/down the chain
- The ability to influence, negotiate and develop relationships across the organization in order to facilitate positive outcomes