

## Senior Product Manager Communities and Collaboration

TTS supports federal agencies in their efforts for cross agency development via communities of practice (CoP). Our communities are made up of government employees who support each other as we learn, share, and adopt innovative approaches and new ways of working within our organizations. The Communities and Collaboration Branch Product Manager will identify technical and support technical resources for CoP members to skillfully lead and participate in agency-driven technology transformation projects that benefit the public.

### Position Summary

As the Senior Product Manager of Communities and Collaboration Branch, you'll conduct and incorporate user research and develop a roadmap to determine how COP members, TTS teams and other stakeholders can best collaborate across government. We are looking for someone who can identify collaboration needs from multiple stakeholders across the government, understand where those intersect with TTS strategy, and identify technical tools, product strategies, and other resources to enhance the ability for TTS and other stakeholders to learn from each other. The ideal candidate will not only be able to create the roadmap, but also work to implement it. Success will be measured by the candidate's ability to increase the size and scale of TTS' Communities of Practice.

The Product Manager will be a:

- Strategic thinker who is comfortable defining a compelling vision and designing a measurable strategy to achieve that vision.
- Decisive leader who motivates cross-functional teams to build the right thing.
- Leader who believes in government collaboration that empowers the public

### Major Duties

These includes but are not limited to:

#### **Create product vision, roadmap and lead execution**

- Manage complex relationships, across multiple internal partners, contractors, vendors, and multiple distinct user groups.
- Own, develop and communicate the vision and product roadmap.
- Set and meet quality standards for products.
- Identify and proactively monitor and address product risks. Adhere to security standards, protocols, Authority to Operate (ATO) requirements, and reporting.
- Use evidence (user research, analytics, and other metrics) to make product decisions.
- Develop products based on measured impact, such as value created, customer feedback/needs, and user patterns.
- Skill at product development practices including agile/iterative software development, use of open source tools or techniques, and user-centered product approaches.

**Build institutional expertise around product management**

- Share best practices and lessons learned with stakeholders, peers and leaders to help guide approach to communities.
- Stay informed of new technologies and product management tools and practices that could improve the way we work and solve government problems.
- Pay attention to well-supported open source product offerings that can be reused in a government context to solve common problems.
- Maintain expert-level knowledge of relevant laws and policies including 21st Century IDEA-related accessibility requirements and also the US Web Design System offerings.

**Collaborate effectively on distributed, agile teams**

- Ability to establish and facilitate aspects of modern product development practices at the organizational level including agile/iterative software development, use of open source tools or techniques, and user-centered product approaches.
- Dynamic ability to manage collaboration among the technical teams and contractors, including ability to lead without direct authority or supervisory relationships.
- Maintains a team culture of respect, fairness, and reliable expectation of communication.
- Demonstrated ability to engage and collaborate with federal customers to identify and refine user needs and feature development.