GSA Service Delivery

Information Session

March 2022

GSA

Agenda

1. Overview of GSA

2. Overview of the GSA Service Delivery team

3. Overview of open roles

   a. Product manager

   b. User experience designer

   c. Content designer

4. Application & hiring process

5. Q&A

1/ Overview of GSA

GSA history

Established by President Harry Truman on July 1, 1949 to **streamline the administrative work of government**.

Mission

Deliver value and savings in real estate, acquisition, and technology across government.

Teresita Fernández, *Nocturnal (Navigation)*

Public Building Service

Landlord for the civilian federal government.

Moe Brooker's *The Fruit of the Spirit*

Federal Acquisition Service

Acquisition solutions for the federal government.

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SURFS UP BULLETIN BOARD

Mfr Part No.:	ERSTCR5517
Contractor Part No.:	5517
Manufacturer:	TEACHER CREATED RESOURCES
Contract No.:	GS-07F-5333P (ends: Sep 30, 2023)
MAS Schedule/SIN:	MAS/339930
Warranty:	STANDARD WARRANTY
Country of Origin:	UNITED STATES OF AMERICA
Weight:	0.710 LB

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DISAST PURCH Disaster Purchasing items

Price	$10.62 ST

Qty: 1 **Add to cart**
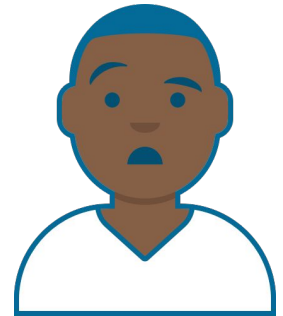
sold and shipped by
INTERNATIONAL COMMERCE & MARKETING
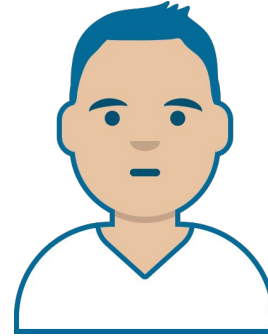
2/ Overview of GSA Service Delivery Team

Mission

Expand digital service delivery capabilities across GSA to meaningfully impact end-user experiences.

History

- Established February 14, 2022.

- Selected 2 engineers and 1 acquisition strategist.

- Now hiring!

- Up next: discovery & project selection.

What projects will we work on?

I don't know! But let's talk through a
few examples of things we *could* do …

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Acceptable Forms of Payment

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Covid 19 Vaccination and Testing Requirements for Access to Federal Facilities

Some Federal agencies may require visitors to complete a COVID-19 vaccine self-attestation form indicating their vaccination status or submit proof of a negative COVID-19 test. Customers should contact the property custodian about the facility's policies.

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GSA U.S. General Services Administration

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Small Business
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Information for ...

Small Business

Small Disadvantaged Business 8(a)

Woman-Owned Small Business

Service-Disabled Veteran-Owned

HUBZone Small Business

3/ Overview of open roles

Product Manager

- Pair with programs to develop product vision and roadmap to guide execution
- Coach, mentor, and model product development best practices to partners
- Use evidence to make product decisions
- Build alignment with stakeholders
- Read more and consider applying!

User experience designer

- Drive research activities, derive insights, generate concepts, and work with the team to build and iteratively test
- Coach, mentor, and model user-centered design best practices to partners
- Build alignment with stakeholders
- Read more and consider applying!

Content designer

- Create clear, compelling, consistent, accurate, and accessible content and content strategy
- Coach, mentor, and model user-centered content best practices to partners
- Build alignment with stakeholders
- [Read more](#) and consider applying!

4/ Application & hiring process

Position basics

- **Eligibility requirements:** All United States citizens and nationals (residents of American Samoa and Swains Islands)
- Career / permanent employee
- Remote / virtual positions
- All roles are eligible for benefits
- **Salary:** GS-15, Step 1 - $131,178 to GS-15, Step 10 - $176,300
  - Note: 2022 salary max is $176,300 (locality dependent)

Position basics

- Jobs are posted on USAJobs until 3/24
  - Product Managers [apply here](#)!
  - Designers [apply here](#)!
- Applications reviewed upon position closing
  - Unfortunately updates will be only provided to those who are selected to interview
- Timeline: Average timeline from tentative offer to final offer is about 1.5 months

Application

- GSA hiring is resume-based
- PDF format generally works best
- Federal-style resume – prep resources [1], [2]

Meeting qualifications

- Look at "Qualifications" section of a job announcement for Specialized Experience and competency requirements
- Clearly address them directly in your resume
- Show at least 1 year of relevant experience
- Include month and year for all positions held

Specialized experience

Product Manager	Experience / Content Designer
- Experience leading vision, direction, or roadmap for a product, platform, or service. - Experience with iterative or agile development methodologies. - Experience building alignment with stakeholders.	- Experience leading user research, usability testing, experience design, product design, or content design for a product, platform, or service. - Experience with iterative or agile development methodologies. - Experience building alignment with stakeholders.

Interviews

- Will likely be scheduled over Google Meet, but happy to provide any accommodations that will help you interview at your best
- Two interviews – Technical & Core Value Alignment
- All interview questions will be provided in advance

5/ Q&A

For questions after this session, please contact <u>victoria.mcfadden@gsa.gov</u>.