

UX Designer / Strategist

Hiring Information Session

January 2023



Service Delivery Team

Agenda

- 1 Overview of GSA
- 2 Overview of the Service Delivery team
- 3 Design role details
- 4 Application and hiring process
- 5 Q&A

1/ Overview of GSA

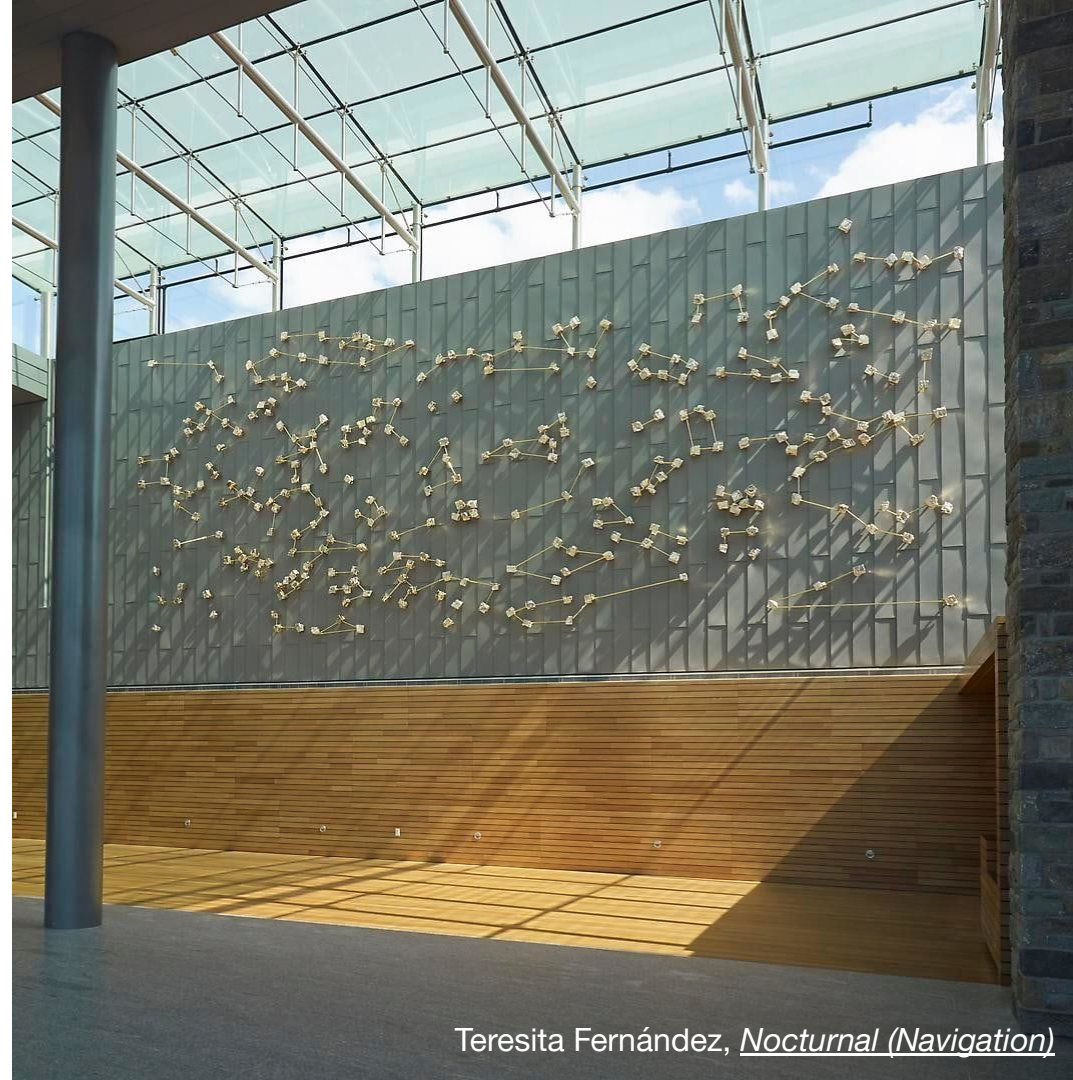
GSA history

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.



Public Building Service

Landlord for the civilian federal government



Moe Brooker, *The Fruit of the Spirit*

Federal Acquisition Service

Acquisition solutions for the federal government





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Products ▾

surf board



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Click image for expanded view



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

DISAST Disaster Purchasing items
PURCH

Price
\$10.69 ST 0

Qty:

1

Add to cart

sold and shipped by

INTERNATIONAL COMMERCE & MARKETING 🇺🇸

2/ Overview of the Service Delivery team

OUR MISSION

Expand digital service delivery capabilities across GSA to improve end-user experiences

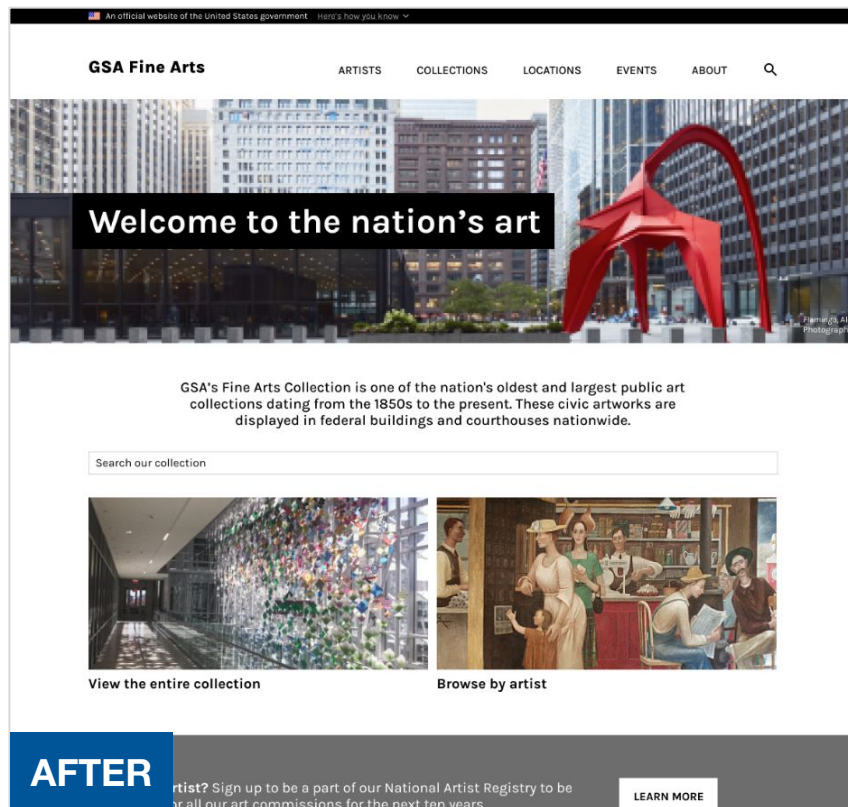
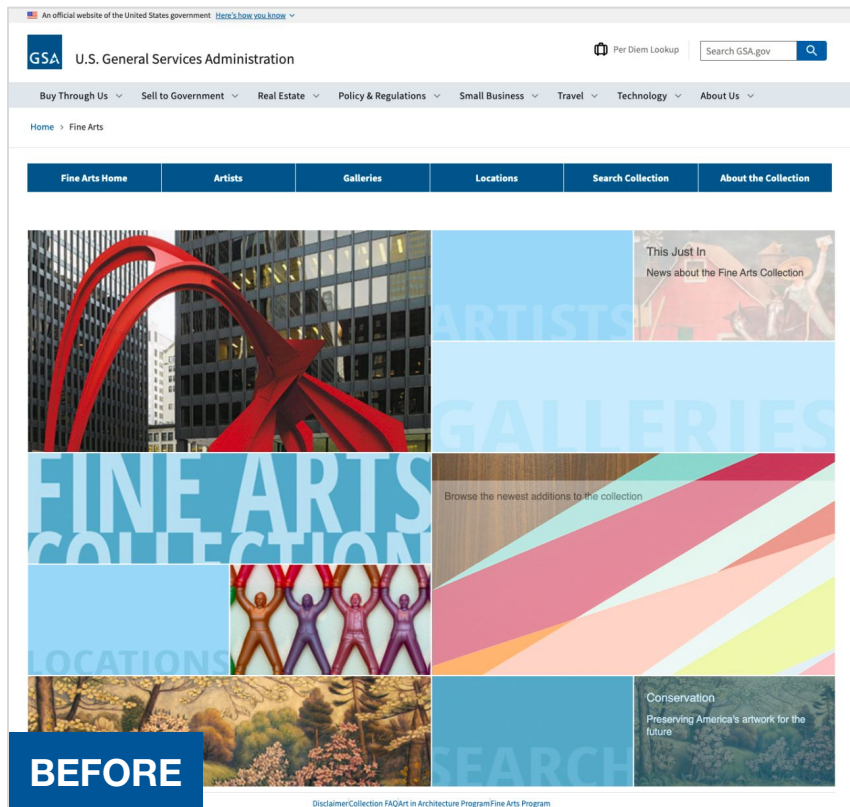
History

- Established February 14, 2022
- Detailed 3 engineers and 1 acquisition strategist
- Hired product manager, content strategist, and design strategist
- Have worked on 7 projects to date
- Hired 3 engineers and brought on a project analyst
- Now: Hiring 1 more designer!

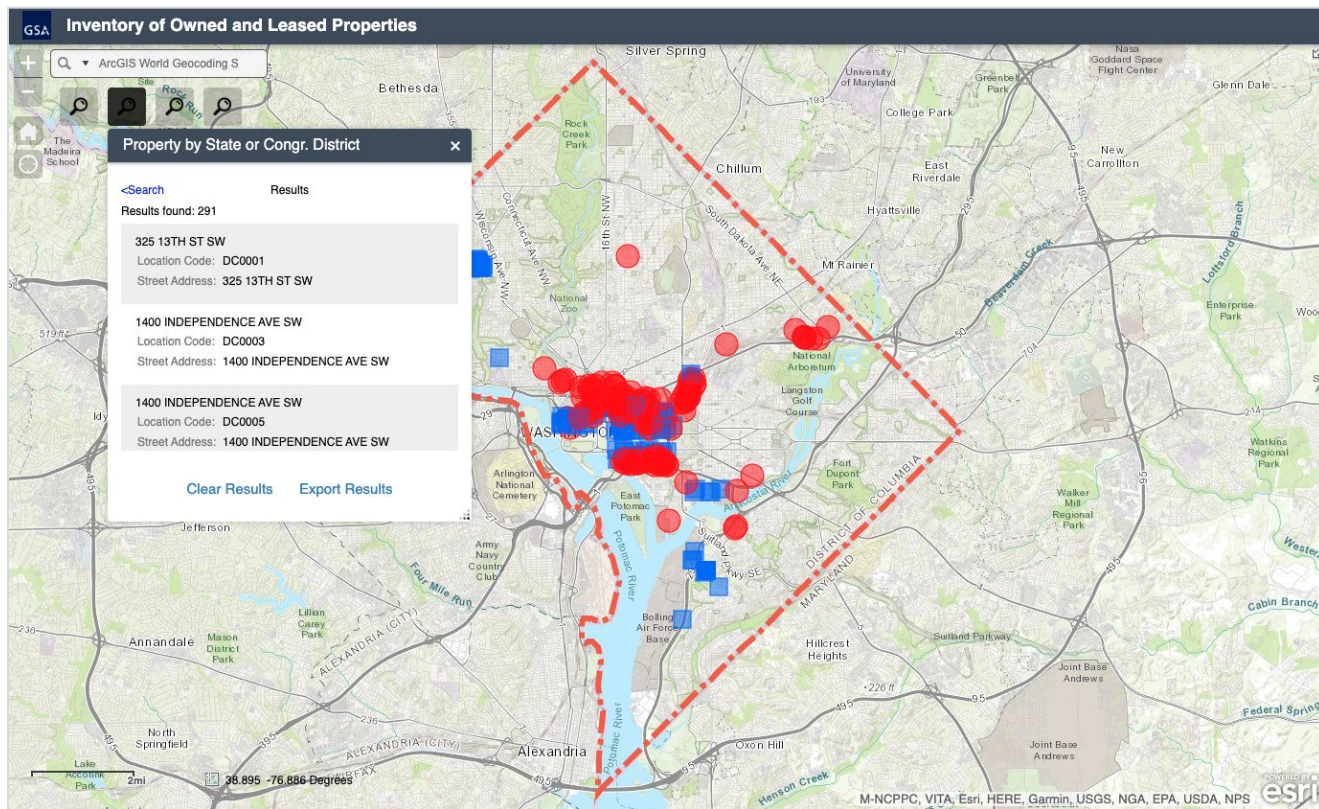
What kinds of projects will we work on?

I don't know! But let's talk through a few examples of things we are doing or could do in the future...


Improving the user experience for GSA's art collection





Right-sizing space and supporting remote/hybrid work



Helping small businesses work with the government

 An official website of the United States government [Here's how you know](#) ▾

 U.S. General Services Administration

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Small Business

Small Business Is Our Mission

Training Resources


Doing Business with GSA

Events and Contacts


Contracting Forecast Tool

Frequently Asked Questions


Information for ...




Small Business




Small Disadvantaged Business 8(a)



Woman-Owned Small Business



Service-Disabled Veteran-Owned



HUBZone Small Business

3/ Design role details

User experience designers / strategists

- Drive research activities, derive insights, generate concepts, communicate those concepts visually, and work with a cross functional team to build, test, and deliver digital products in a user-focused, incremental way
- Advocate for, coach, mentor, and model user-centered design best practices to GSA partners
- Build alignment with stakeholders and help to mature GSA's design capabilities

Demonstrate excellence in design

- **Interaction design:** Define interface logic and behavior, always keeping human behaviors and needs in mind
- **Information architecture:** Organize and structure complex information to help diverse audiences easily find what they need
- **Service design:** Improve the relationship of users and the service provider across all of their interactions and communication channels
- **Product design:** Develop clear and accessible visual systems, while improving the system, process, and/or interface for users

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 - \$183,500
 - Note: 2023 salary max is \$183,500 (locality dependent)

Position basics

- Job is [posted](#) on USAJobs until 1/6
- Applications reviewed upon position closing
 - Unfortunately updates will be only provided to those who are selected to interview
- Average timeline from tentative offer to final offer is about 1.5 months

Applying on USAJobs

USAJOBS

IT Specialist (SYSANALYSIS)- PUBLIC NOTICE FLYER

GENERAL SERVICES ADMINISTRATION
Immediate Office of the Administrator

Summary This job is open to Duties Requirements How you will be evaluated Required documents

Summary

GSA has been repeatedly named as one of the 'Best Places to Work' in the Federal Government: [LEARN MORE](#) about why you should choose GSA.

Location of Position: GSA, Office of the Deputy Administrator, Immediate Office of the Administrator.

The incumbent will serve as an IT Specialist (SYSANALYSIS) providing leadership to teams as a Technical Senior Expert.

[Learn more about this agency](#)

Apply

Print Share

Overview

Accepting applications

Open & closing dates
12/09/2022 to 01/06/2023

USAJOBS

Jennifer Help Search

Applying to:
IT Specialist (SYSANALYSIS...
Immediate Office of the Admin...
Who may apply

1 Select Resume 2 Select Documents 3 Review Package 4 Demographic Details 5 Survey 6 Continue Application

Select Resume

Instructions

Select the resume you want to submit with your application. You can only submit one resume and can't go to the next step until you select one.

If the resume you want to select is not available, click Add Resume to upload a new one or create one using the USAJOBS Resume Builder. You can store up to five resumes in your USAJOBS profile. You may need to delete an existing resume to upload or create a new one. If you delete, create or upload any resume, we will also update your profile with those changes.

Your Resumes

Required Documents

Acceptable File Formats

Uploaded resumes must be in one of the following formats: GIF, JPG, JPEG, PDF or Word (DOC or DOCX)

Do Not Include in Resumes

- Classified information
- Social Security Numbers
- Photos of yourself
- Personal or sensitive information

Helpful Links

GSA U.S. General Services Administration

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Vacancy Details

VIEW ELIGIBILITY QUESTIONS VIEW VACANCY QUESTIONS PRINT VACANCY

Vacancy Questions Preview

Grade: 15

Applicants applying for the GS-15 grade level must meet the following requirements: Have IT-related experience demonstrating EACH of the four competencies AND one year of specialized experience equivalent to the GS-14 level in the Federal service as described below:

IT SPECIALIST COMPETENCY REQUIREMENTS:

- Attention to Detail - This skill is generally demonstrated by assignments where the applicant investigates and evaluates "state of the art" technology of the industry.
- Customer Service - This skill is generally demonstrated by assignments where the applicant confers with users to evaluate the effectiveness of, or identify the need for, computer programs or management systems.
- Oral Communication - This skill is generally demonstrated by assignments where the applicant persuades others to take a particular course of action or to accept findings, recommendations, changes, or alternative viewpoints.
- Problem Solving - This skill is generally demonstrated by assignments where the applicant identifies and accommodates technology and resource constraints.

SPECIALIZED EXPERIENCE REQUIREMENTS: Specialized experience is defined as:

- 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.

<https://jobs.monstergovt.com/gsa/vacancy/previewVacancyQuestions.hms?orgId=1&jnum=107654>

Application

- GSA hiring is resume-based
- PDF format generally works best
- Federal-style resume resources
 - <https://join.tts.gsa.gov/resume/>
 - <https://handbook.tts.gsa.gov/hiring-staying-or-changing-jobs/resume/>

Meeting qualifications

- Look at the “Qualifications” section of the 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

- 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/ Questions?

For questions after this session, please contact jennifer.noinaj@gsa.gov.