TITLE 21 VACANCY ANNOUNCEMENT
SUPERVSIORY, INFORMATION TECHNOLOGY SPECIALIST
Department of Health and Human Services (HHS)
Food and Drug Administration (FDA)
Center for Biologics Evaluation and Research (CBER)
Office of Director (OD)
Associate Director for Review Management (ADRM)
Division of Bioinformatics Support Staff (BSS)

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Position: Supervisory, Information Technology Specialist

Series: 2210

Location(s): Silver Spring, Maryland

Travel Requirements: 10%

Application Period: January 14, 2020 – January 28, 2020

Salary: Starting at [Band F: $162,339)

Area of Consideration: United States Citizens or Nationals

Relocation Expenses Reimbursement: Relocation expenses will not be paid; however, you may be eligible for additional hiring incentives.

Special Notes: This position is being filled under an excepted hiring authority, Title 21, Section 3072 of the 21st Century Cures Act. The candidate selected for this position will serve under a career or career-conditional appointment and be paid under the provisions of the authority.

[Additional information on 21st Century Cures Act can be found here.](#)

Introduction:

The Food and Drug Administration (FDA or Agency) is the regulatory, scientific, public health and consumer protection agency responsible for ensuring all human and animal drugs, medical devices, cosmetics, foods, food additives, drugs and medicated feeds for food producing

animals, tobacco and radiation emitting devices safe, and effective.

The Center for Biologics Evaluation and Research (CBER) is a Center within FDA that regulates biological products for human use under applicable federal laws, including the Public Health Service Act and the Federal Food, Drug and Cosmetic Act. CBER protects and advances the public health by ensuring that biological products are safe and effective and available to those who need them. CBER also provides the public with information to promote the safe and appropriate use of biological products. Review Management (RM), in the Office of the CBER Director, is responsible for the managed review process and associated activities used to support CBER in facilitating the regulation and review of biological products. These responsibilities include development and governance of: regulatory business processes, data standards, regulatory data analysis, program evaluation, resource utilization, user-fee management, electronic submission management and special initiatives. RM manages CBER's Information Technology (IT) Investments throughout their lifecycle to support and ensure CBER's review, scientific, and administrative needs are met.

Position Summary:

The Bioinformatics Supervisory, IT Specialist within the Center for Biologics Evaluation and Research/Office of the Director/Associate Director for Review Management (ADRM) staff, serves as the Chief of the Bioinformatics Support Staff (BSS) and reports directly to the Associate Director for Review Management. This individual serves as the supervisor and is the technical authority for identifying and meeting the IT needs of the Center's regulatory, scientific and administrative programs and activities. The BSS Chief manages the lifecycle of CBER IT solutions including development, operations, and maintenance using FTEs and contractors.   As part of a cross-functional senior management team, this committed individual will lead the modernization of the Center's IT solutions.   The incumbent develops and executes the Center strategy to optimize IT investments to develop the best in class modern IT solutions to support the Center's mission. The BSS Chief also leads interactions with the Office of Information Management and Technology (OIMT), which provides support to the entire FDA, to ensure the Center's needs are met and that the Center's IT solutions align with OIMT's strategies

Supervisory Responsibilities:

Supervises Center information technology staff, provides the day-to-day leadership, supervision, guidance, and support, both technical and administrative, to the professional, technical and administrative personnel assigned to the Center information technology staff; assigns work; defines technical work requirements and milestones; evaluates employee performance and accomplishments; identifies training needs and promotes career development; recommends staff for promotions and recognition; implements performance modifications and corrective actions as appropriate, and provides coaching and mentoring for staff career development. Promotes equal employment opportunities and upward mobility opportunity for employees.

Duties/Responsibilities:

- Plans, manages, organizes, directs, and ensures quality of all the Centers information technology operations, programs, functions, and activities.
- Serves as the information technology lead as part of a multi-disciplinary management team leading modernization of the Centers business, information technology and data.
- Develops and implements a Center information technology strategy and plan which supports and aligns with the Center and Agency's strategic plans for technology and business, and user fee objectives and commitments.
- Translates strategic plans and technical guidance into objectives, strategies, and architectural guidance.
- Directs and coordinates contract support activities in the development, operation, and maintenance of the Center information technology program which includes multiple, interdependent information technology projects.
- Oversees the development of the Center's Information technology annual budget, the preparation of information technology investment reporting, defends IT solution proposals and budgetary requirements.
- Maintains an appropriate level of technical knowledge (e.g., current and evolving technology trends, IT security requirements, Center and Agency IT systems) to perform all required duties and to recommend improvements to Center IT services.
- Prepares, reviews, interprets, and analyzes a variety of information, data, and reports to recommend and/or implement policies and procedures to improve operational effectiveness and enhancements to Center or Agency services or programs
- Builds relationships with counterparts in other FDA Centers and the Agency's Office of Information Management and Technology to exchange ideas, reduce unnecessary conflicts, and gain deeper insight into other technical and strategic approaches.
- Serves as the main point of contact between the Center, and the Agency's Office of Information Management and Technology to ensure effective communication and coordination of the Center activities with Agency plans and services.
- Develops operating policies, guidelines, and standards for the planning, development, integration, implementation, and evaluation of information technology solutions that meet overall business and information needs of the Center and fosters best practices.
- Ensures resolutions of information technology process, and policy issues and assures uniformity and compliance with Agency and Government policies by modifying Center operating policies and procedure when necessary.
- Recognizes the need to initiate new or to amend existing regulations, policies, procedures, and guidelines for information technology solutions supporting biological products.
- Leads or serves as a member of the Center or Agency task forces and working groups to provide direction and solutions to Agency information technology initiatives and solutions.

- Participates in meetings with Agency and Center management/leadership officials on complex and highly sensitive issues supporting the Agency and Center's mission with respect to information technology.

Professional Experience/Desirable Qualifications:

- Demonstrates experience in effectively leading and managing an IT staff composed of blended teams of federal government and contractor staff with skill sets supporting all phases of IT development and support (e.g., development, operations, systems engineering, maintenance (upgrades/ refreshes), and application security compliance)
- Experience in leading transformative IT modernization efforts in conjunction with data and business modernization as part of a senior management cross-functional leadership/ implementation team
- Demonstrates experience in successfully managing a mid-size information technology budget
- Comprehensive technical knowledge and demonstrated, successful implementation of latest technologies and practices such as system/platform development, DevSecOps, cloud-native technologies, hybrid cloud approaches, Continuous Integration and Continuous Delivery, Agile frameworks, etc.
- Demonstrates IT project and resource management experience focused on achieving successful results and demonstrated understanding of how to achieve results according to given timeframes and resources
- Demonstrates familiarity with and experience in assuring compliance with federal governmental and other relevant policies and standards (e.g., the Federal Information Security Management Act (FISMA), Capital Planning and Investment Control (CPIC), Section 508 Compliance, National Institute of Standards and Technology (NIST) Special Publications)
- Demonstrates training/education in project/program management best practices (e.g., Project Management Professional (PMP), Federal Acquisition Certification for Program and Project Management (FAC-P/PM))
- Excellent oral and written communication skills, across all staff functions and levels
- Strong collaboration and negotiation skills

EEO Responsibility:

The incumbent is responsible for furthering the goals of equal employment opportunity (EEO) by taking positive steps to assure the accomplishment of affirmative employment objectives and by adhering to nondiscriminatory employee practices in regard to race, color, religion, sex, sexual orientation, national origin, age, or disability. Specifically, as supervisor, incumbent initiates nondiscriminatory practices and affirmative employment outreach activities for the area under his/her supervision in the following: (1) merit promotion of employees and recruitment and hiring of applicants; (2) fair treatment of all employees; (3) encouragement and

recognition of employee achievements; (4) career development of employees; and (5) full utilization of their skills.

The incumbent, in conjunction with his/her supervisor, develops an affirmative employment plan for the area supervised including appropriate objectives and goals; and monitors and periodically assesses progress. Keeps informed of, supports, and communicates to employees EEO policies, plans and programs. Seeks out and utilizes available resources, including appropriate personnel generalists/specialists, EEO specialists, and training resources in conducting these responsibilities. Incumbent will be appraised on the effectiveness of his/her performance.

Basic Requirements

Education: 2210 Series

Undergraduate or Graduate Education: Degree in computer science, engineering, information science, information systems management, mathematics, operations research, statistics, or technology management **or** degree that provided a minimum of 24 semester hours in one or more of the fields identified above and required the development or adaptation of applications, systems or networks.

In additional to the professional and desirable qualification experience required; for all position's individuals must have IT-related experience demonstrating each of the four competencies listed below.

1) **Attention to Detail –**

   Is thorough when performing work and conscientious about attending to detail.

2) **Customer Service -**

   Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.

Ability to build and maintain trusted relationships with customers and stakeholders, who can relate well to all levels of staff and management, both technical and non-technical personnel.

3) **Communication –**

Expresses information (for example, ideas or facts) to individuals or groups effectively, considering the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

4) **Problem Solving –**

Proactively identifies problems; determines accuracy and relevance of technical and nontechnical information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Key requirements will include:

- Citizenship Requirement: You must be a U.S. Citizen to be considered for this advertisement unless explicitly stated otherwise.
- FDA participates in e-Verify: All new hires must complete the I-9 form; this information will be processed through e-Verify to determine your employment eligibility. If a discrepancy arises, you must take affirmative steps to resolve the matter.
- Background Investigation Requirement: All employees must pass a security investigation. Failing to pass the background check may be grounds for removal or legal action. If hired, you may be subject to additional investigations at a later time.
- You must meet ALL requirements by the closing date of this announcement to be considered. Only education, experience, and qualifications attained by this date will be considered. You must continue to meet all requirements through the hiring process.

Security Clearance:

If not previously completed, a background security investigation will be required for all appointees. Appointment will be subject to the applicant's successful completion of a background security investigation and favorable adjudication. Failure to successfully meet these requirements may be grounds for appropriate personnel action. In addition, if hired, a background security investigation or supplemental investigation may be required later.

Applicants are also advised that all information concerning qualification is subject to investigation. False representation may be grounds for non-selection and/or appropriate disciplinary action.

Ethics Requirements:

This position is subject to strict prohibited financial interest regulations which could restrict the type of financial interest (stock holdings) for the employee, the spouse, and minor children of the employee. Selectee for this position will be required to file a Confidential Disclosure Report (OGE 278) and may require the selectee to obtain clearance from the FDA Division of Ethics and Integrity before a final offer can be made. For additional information on the prohibited financial interests, please visit the FDA Ethics and Integrity Office website at http://www.fda.gov/AboutFDA/WorkingatFDA/Ethics/default.htm.

How to Apply: All qualified candidates must submit curriculum vitae, transcripts, and cover letter in which you describe why you feel you are uniquely qualified for this position electronically to CBERHumanCapital@fda.hhs.gov. **Please submit this information by January 28, 2020 and OD-20-02** must be included in the subject line of your email.

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