

**REIMBURSABLE DETAIL  
Center for Tobacco Products**

The Center for Tobacco Products (CTP), Office of Science (OS) is offering a Detail opportunity under Unclassified Duties (equivalent to a Program Analyst, GS-343-13). Applicants at the GS-13 level are encouraged to apply. The Detail is available immediately for a period of 120 days. PHS Commissioned Corps Officers may apply. A temporary promotion will not be considered.

**Bargaining Unit Status:** Bargaining Unit

**Position:** Unclassified Duties (Program Analyst)

**Office Location:** FDA  
Center for Tobacco Products  
Office of Science  
11785 Beltsville Drive  
Beltsville, MD 20705  
(Currently 100% Maximum Telework)

**Opening Date:** July 19, 2021

**Closing Date:** July 30, 2021

**Area of Consideration:** FDA-Wide

The CTP Office of Science offers a fast-paced, dynamic environment and an opportunity to work with dedicated, energetic people who want to make a difference to improve public health. The position is ideal for someone who wishes to play a critical role in the organization and would enjoy the challenge of handling a variety of fast-paced and high-impact assignments.

**Duties Include:**

The position is located in the Office of Science, Division of Regulatory Science Informatics (DRSI) on the Customer Service Team. The incumbent performs unclassified duties and is responsible for supporting broad administration and programmatic direction for digital transformation, adoption and services.

The incumbent performs a number of duties as described in the following:

- Identifies gaps in the current state of OS users' software expertise, experience, knowledge, and training.
- Works closely with the DRSI Immediate Office to develop a holistic Digital Transformation Plan that applies digital adoption strategies to address the needs and trends identified when assessing users.
- Works across teams in DRSI to ensure buy-in and alignment of these teams with DRSI's Digital Adoption Plan.
- Works closely with the OS Customer Service Center's training, help desk, and automation areas to adjust support, trainings offered, user guides, etc. to better address OS users' needs.
- Engages with the product team and provides support to encourage the team to design and deliver the best digital services possible.

- Work with the cross-functional team to create product initiatives from high-level business goals and to identify the linkage from them to specific backlog work items.
- Partner with IT project/program managers and technical teams to understand and define business goals and functional requirements to design solutions with appropriate people, processes, and technology to improve program efficiency and efficacy.

**Desired Knowledge and Skills:**

- Effective communicator across diverse personalities and roles (The candidate should be able to communicate with IT professionals as easily as software end users.)
- Strong interpersonal skills, including the ability to reconcile divergent viewpoints and foster collaborative working relationships
- Excellent problem solving and critical thinking skills
- Strong negotiating skills, with focus on using digital tools to fullest potential
- Ability to listen actively and summarize complex messages from multiple sources
- Ability to foster accountability and commitment to the mission of the Division

**Application Procedure:**

The detail opportunity is open to all qualified FDA employees at the GS-13 grade level or Commissioned Corps Officers. A temporary promotion is not available.

Supervisory concurrence is required to accept a detail; it is NOT required to apply.

Interested applicants should submit a copy of their resume, most recent copy of SF-50, statement of interest, and (if applicable) supervisory approval via email to:

Gretchen Winand  
Office of Management  
Center for Tobacco Products, FDA  
[gretchen.winand@fda.hhs.gov](mailto:gretchen.winand@fda.hhs.gov)

Please indicate in the Subject: line of the email:

**Detail - CTP, OS, DRSI, Unclassified Duties (Program Analyst) - July 2021**

Detail is reimbursable.

Travel expenses will not be paid.

**Candidates must express interest by July 30, 2021.**

**\*This is not an official vacancy announcement under the Merit Promotion System.**