

Title 21 Vacancy Announcement**Department of Health and Human Services (HHS)****Food and Drug Administration (FDA)****Office of the Commissioner (OC)****Office of External Affairs (OEA)****Web & Digital Services Staff (WDSS)****Posting No: FDA-OEA-IT-003****Application Period:** October 20- November 3**Area of Consideration:** United States Citizenship is required. You must be a U.S. Citizen or U.S. National. Foreign nationals or legal permanent residents are not eligible for consideration.**Position:** IT Specialist (UX/UI Designer)**Series:** 2210**Location(s):** Silver Spring, MD**Salary:**

Band B: Starting at \$89,834

Band C: Starting at \$106,823

Work Schedule: Full Time**Cures Band(s):** Band B & C**Full Performance Band Level:**

Band B FPBL – Band C

Band C FPBL – Band C

Travel Requirements: 25% or less**Bargaining Unit:** Bargaining Unit 3591**Relocation Expenses Reimbursement:** No

This position is being filled under a stream-lined 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 this authority.

Additional information on 21st Century Cures Act can be found here:

[21st Century Cures Act Information](#)

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. FDA's programs are national in scope and affect, and its activities directly affect and heavily impact upon multibillion-dollar industries, in addition to protecting the public health of hundreds of millions of American consumers. The work of the Agency is carried out by a staff of more than 18,000 scientists, physicians, regulatory and other personnel stationed throughout the United States.

With more than 20 million visitors per month, the FDA.gov website acts as the "front door" to FDA for a substantial portion of the public we serve. The site should provide useful, timely information and give the public an opportunity to interact with the agency.

This position is located in the Web and Digital Services staff (WDSS), Office of External Affairs (OEA), Office of the Commissioner. OEA is responsible for leading the development and execution of all communications for the FDA. The WDSS provides digital communications leadership, direction, and strategic planning across the Agency. Strategies for FDA.gov and other public-facing digital services are primarily coordinated out of the Web and Digital Services Staff and the UX/UI designer serves as a main point of contact for user experience (UX) and user interface (UI) design and related functions.

Duties/Responsibilities:

The incumbent serves as a senior Information Technology Specialist and must be proficient with human-centered design (HCD) practices, user interface (UI) design and related functions, and user experience (UX) leadership. The incumbent is instrumental in providing advice and technical support for web and digital staffs across FDA. This role involves interpreting complex medical and scientific information that result in public facing messaging on our FDA.gov website and other digital communications channels. The incumbent creates prototypes and wireframes based on user research and analysis to ensure a successful user experience across FDA's digital platforms. The incumbent will also create user stories, personas, and storyboards and determine information architecture, navigation and layouts focused on user needs and expectations. The incumbent ensures that our internal and external digital properties are Section 508 compliant and meet all accessibility requirements. WDSS works closely with the people and programs across the agency on a daily basis and plays a key role in the overall development and implementation of agency policies and objectives. WDSS staff develop, formulate, determine and influence the digital communication policies, plans and courses of action surrounding announcements that support the agency's mission. This includes determining and/or influencing, and executing a digital program to inform and educate general and specialized stakeholders about the organization's programs, activities and services. The incumbent uses qualitative and quantitative techniques to identify, evaluate, and recommend actions for resolving complex interrelated problems and issues for web and digital products.

Specifically, the incumbent will:

- Produce original wireframes, user flows, and prototypes consistent with FDA brand, image, intent, mission, and vision.
- Assist in the production of interfaces for different types of screens/end-user experiences on different devices (e.g., tablet, mobile, multi-browsers)
- Work with developers to solve complex user interaction issues.
- Assist in the creation of design deliverables such as user goals, user journeys, site maps, wireframes, and prototypes that support project discussions and decisions.
- Help to define and design navigation, interfaces, and layouts that are focused on user needs and expectations.
- Review and use digital analytics to understand and improve the UI design functions and UX on FDA platforms.
- Apply HCD practices.
- Assist in the facilitation of workshops or helps lead decision making discussions with developers, product managers, clients or other non-designers to identify and advance a product strategy as well as design goals.
- Help to structure and facilitate design discovery sessions and stakeholder workshops to improve the usability of FDA digital assets.
- Help conduct qualitative and quantitative user research and translate findings into actionable recommendations.
- Ensure that the agency's tools, both internal and external are Section 508 compliant and meet accessibility requirements.

Supervisory Responsibilities: None

Conditions of Employment:

- U.S. Citizenship requirement or proof of being a U.S. National must be met by closing date.
- Employment is subject to the successful completion of a background investigation, verification of qualifications, completion of onboarding forms, submission of required documents, and any other job-related requirement before or after appointment.
- Applicants must meet all qualification requirements by the closing date of this announcement.
- Direct Deposit: You will be required to have all federal salary payments electronically deposited into a bank account with a financial institution of your choice.
- 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.
- Males born after December 31, 1959 must be registered with the Selective Service.
- Financial Disclosure may be required.
- Ethics Clearance may be required.
- Background Investigation/Security Clearance is required. 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.

Qualifications:

To be placed into a Cures position, candidates must meet the following criteria:

1. Scientific, Technical, and Professional Fields
2. Qualified and Outstanding Candidates
 - a. **Qualified** applies to all candidates for Cures appointments. The FDA OTS will use the basic requirements defined in the [OPM Qualification Standards](#) as a baseline for comparing experience levels and other candidate attributes for relevant positions.
 - b. **Outstanding** candidates can be defined by existing outstanding work experience, outstanding performance rating, or both.

In order to qualify for this Title 21 Cures position, the candidate(s) must meet the following **required** qualifications.

*Please note: Additional education and experience listed that is not indicated as **required** is preferable and desired. Candidates who do not meet the "desired" criteria will **not** be excluded from consideration for this position.*

Education Requirement: Candidates must possess the required individual occupational requirements to qualify for the appropriate series applicable to the position. Please use the following link to determine the series for which you qualify: <https://www.opm.gov/policy-data-oversight/classification-qualifications/general-schedule-qualification-standards/#url=List-by-Occupational-Series>

Professional Experience: Must have experience working in web and digital communications serving as a user experience/user interface design professional providing strategic advice and applying human centered design practices to help improve web and digital services. Alternatively, may have experience working with large public-facing websites or enterprise-level products, evaluating digital strategies and making improvements based on user needs and expectations.

Desired Professional Experience: Our ideal candidate will have human-centered design experience working in web and digital communications serving as a senior user experience/user interface design professional providing strategic advice for resolving complex interrelated problems/issues related to FDA's website and other digital

communications products. Also, they will also have experience applying the U.S. Web Design Standards (USWDS) principles and visual style guidance to design and build accessible, mobile-friendly government websites and digital services for FDA. Alternatively, our ideal candidate will have experience working with large public-facing websites or enterprise-level products, evaluating the efficiency and effectiveness of digital strategies and a demonstrated ability to translate complex requirements into improvements that meet user needs and expectations.

Education Transcripts:

SUBMITTING YOUR TRANSCRIPTS: Positions which are scientific or technical in nature often have very specific educational requirements. A transcript is required to verify educational achievement. Pay careful attention to the Qualifications and Education sections to identify vacancies where a transcript is required. Even if you hold a similar position or are a current FDA employee, you are not exempt from transcript requirements.

FOREIGN EDUCATION: If you are using education completed in foreign colleges or universities to meet the qualification requirements, you must show that the education credentials have been evaluated by a private organization that specializes in interpretation of foreign education programs and such education has been deemed equivalent to that gained in an accredited U.S. education program; or full credit has been given for the courses at a U.S. accredited college or university. For more information about this requirement, please visit the [U.S. Department of Education website for Foreign Education Evaluation](#).

Security Clearance Requirements:

Background Investigation/Security Clearance Requirements: Background Investigation/Security Clearance is required. 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.

Vaccination Requirements:

To ensure compliance with an applicable preliminary nationwide injunction, which may be supplemented, modified, or vacated, depending on the course of ongoing litigation, the Federal Government will take no action to implement or enforce the COVID-19 vaccination requirement pursuant to Executive Order 14043 on Requiring Coronavirus Disease 2019 Vaccination for Federal Employees. Therefore, to the extent a Federal job announcement includes the requirement that applicants must be fully vaccinated against COVID-19 pursuant to Executive Order 14043, that requirement does not currently apply. Federal agencies may request information regarding the vaccination status of selected applicants for the purposes of implementing other workplace safety protocols, such as protocols related to masking, physical distancing, testing, travel, and quarantine.

Ethics Clearance Requirements:

This position may require financial disclosure reporting and will be subject to FDA's prohibited financial interest regulation. If you are hired, you may be required to divest of certain financial interests. You are advised to seek additional information on this requirement from the hiring official before accepting any job offers. For more information please visit the FDA Ethics web page: <https://www.fda.gov/about-fda/jobs-and-training-fda/ethics>.

Equal Employment Opportunity:

Equal Employment Opportunity Policy

The United States Government does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

[Equal Employment Opportunity \(EEO\) for federal employees & job applicants](#)

Reasonable Accommodation:

Reasonable Accommodation Policy

Federal agencies must provide reasonable accommodation to applicants with disabilities where appropriate.

Applicants requiring reasonable accommodation for any part of the application process should follow the instructions in the job opportunity announcement. For any part of the remaining hiring process, applicants should contact the hiring agency directly. Determinations on requests for reasonable accommodation will be made on a case-by-case basis. A reasonable accommodation is any change to a job, the work environment, or the way things are usually done that enables an individual with a disability to apply for a job, perform job duties or receive equal access to job benefits. Under the Rehabilitation Act of 1973, federal agencies must provide reasonable accommodations when: An applicant with a disability needs an accommodation to have an equal opportunity to apply for a job. An employee with a disability needs an accommodation to perform the essential job duties or to gain access to the workplace. An employee with a disability needs an accommodation to receive equal access to benefits, such as details, training, and office-sponsored events. You can request a reasonable accommodation at any time during the application or hiring process or while on the job. Requests are considered on a case-by-case basis. Learn more about [disability employment and reasonable accommodations](#) or [how to contact an agency](#).

E-Verify:

The Food and Drug Administration participates in the USCIS Electronic Employment Eligibility Verification Program (E-Verify). E-Verify helps employers determine employment eligibility of new hires and the validity of their Social Security numbers.

How to Apply:

Please submit electronic resume or curriculum vitae (please be sure to clearly define the number of years using month and year training completed, in addition to describing duties performed during that time period), copy of your unofficial transcripts (if applicable), SF50 (if applicable), latest PMAP (if applicable), and letter of interest with ***"CURES OEA IT Specialist FDA-OEA-IT-003"*** in the subject line to: OEAOperationsSupport@fda.hhs.gov.

Applications will be accepted through **November 3, 2022**.

Announcement Contact:

For questions regarding this Cures position, please contact OEAOperationsSupport@fda.hhs.gov.

The Department of Health and Human Services is an equal opportunity employer with a smoke free environment.

FDA is an equal opportunity employer.

