Title 21 Vacancy Announcement
U.S Department of Health and Human Services (HHS)
Food and Drug Administration (FDA)
Center for Drug Evaluation and Research (CDER)
Office of Communications (OCOMM)
Division of Digital Online Communication (DDOC)

Application Period: August 21, 2023 – August 28, 2023

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: .Technical Information Specialist

Series: AD-1412

Location(s): Silver Spring, MD

Salary: Starting at $78,592-$87,055

Work Schedule: Full Time

Cures Band(s): Band A

Full Performance Band Level: Band C

Travel Requirements: 25% or less

Bargaining Unit: 3591

Relocation Expenses Reimbursement: You may qualify for reimbursement of relocation expenses in accordance with agency policy.

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) 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 mission of the Center for Drug Evaluation and Research (CDER) is to perform an essential public health task by making sure that safe and effective drugs are available to improve the health of people in the United States. CDER regulates over-the- counter and prescription drugs, including biological therapeutics and generic drugs.

The Office of Communications (OCOMM) is a multi-faceted organization with responsibility for the overall communication efforts within the as a variety of responsibilities including advising Center leadership on Communications strategies and providing leadership and direction for all Center internal/external communications.

The mission of the Division if Digital Online Communication (DDOC) is to lead the development and maintenance of digital, online tills and e-partnership to improve outreach to the public. We provide senior staff and tracks emerging new digital and media trends on their usefulness and feasibility.

Duties/Responsibilities

As a **Technical Information Specialist**, under general supervision, the incumbent manages and oversees webpages, web applications and web-related projects for the Drugs Internet website; working in a Web Content Management System to create, edit and publish and manage web content. The position bridges information management and web technology and it supports Center staff in the development and management of the public website.

- Researches and collects information about our digital content and communications to formulate data-driven and user centered insights.
- Aids in organizing, disseminating scientific, health, and regulatory information on FDA's website using the Web Content Management System, and other information management technologies. With assistance from senior division staff, responds to a variety of requests from CDER staff to make information available to all stakeholders including industry, academia, health professionals, and consumers.
- Supports CDER's public website, providing content development, and management. This involves some familiarity with the content areas as well as acquiring and using web technical skills, best practices, and HHS requirements to produce high quality web content.
- Creates new web content and edits existing content. With assistance from senior division staff, ensures that content is in alignment with the CDER and Agency mission and that it complies with Agency and HHS policies, the Plain Language Initiative, the Americans with Disabilities Act, Section 508 of the Rehabilitation Act, and web style guides.
- Provides suggestions to improve the development of webpages, multimedia applications, usability and accessibility techniques, analysis of web metrics for web design, compliance with Sec. 508 compliance requirements, and search engine optimization.
- Tracks and manages webpages and projects via productivity apps.

Supervisory Responsibilities: N/A

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.
- One-year supervisory probationary period may be required.
- 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.

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:
Technical Information Services Series, AD-1412

For more information, please see: OPM Occupational Series Qualification Requirements.

Desired Education:
Our ideal candidate will possess:

- Knowledge on how to combine interpersonal and technical skills to develop web content by assisting in the design, editing, reviewing, organizing, managing, and promoting CDER's web content to communicate CDER and the Agency mission and messages to all stakeholders. Through training and/or experience, possesses the ability to create and maintain web content. Demonstrates a familiarity with a wide variety of software including information management programs. Knowledge of web authoring software is desirable but not required.
- Basic knowledge of a broad range of computer technology and techniques, electronic information services, web technology, user interface design, hypertext Markup Language (HTML), plain language best practices, and making content compliant with requirements of Section 508 of the Rehabilitation Act.

Professional Experience:
Our ideal candidate will possess:

- Knowledge of developing web content using web authoring software to design, edit, review, organize, manage, and promote online with metadata and search engine optimization best practices in order to help communicate CDER and agency mission and messages, and to help CDER staff and external stakeholders navigate and use CDER's health and regulatory information via the web.
- Minimal knowledge of webpage design and authoring through training and/or experience. Demonstrates minimal familiarity with a wide variety of software and equipment.
- Knowledge in determining user needs with data-driven analysis influencing management and development decisions, using qualitative and quantitative data to determine user goals, needs, and behaviors, and continually test the website, web-based form, web-based application, or digital service to ensure that user needs are addressed.

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: Non-Sensitive/Low- Risk

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 the 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 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

Submit resume or curriculum vitae with cover letter by **August 28, 2023** to CDER-OCOMM-AMT@fda.hhs.gov. Candidate resumes may be shared with hiring officials within the CDER with a similar job vacancy. Candidates can opt out of this process by annotating resume with "do not share".

Announcement Contact

For questions regarding this Cures position, please contact CDER-OCOMM-AMT@fda.hhs.gov.

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