



Title 21 Vacancy Announcement
Department of Health and Human Services (HHS)
Food and Drug Administration (FDA)
Center for Devices and Radiological Health (CDRH)
Office of Strategic Partnerships and Technology Innovation (OST)

Application Period: November 13, 2023, through December 11, 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: UI/ UX Information Technologist

Series: 2210

Location(s): Remote

Salary: Salary is commensurate with education and experience and starts at \$132,386.00

Work Schedule: Full Time

Cures Band(s): Band D

Full Performance Band Level: Band D

Travel Requirements: Less than 25%

Supervisory: No

Bargaining Unit: 3591

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.

The mission of the Center for Devices and Radiological Health ([CDRH](#)) is to protect and promote the public health by performing essential public health tasks by making sure that medical devices and radiological health products are safe for people in the United States. The [Office of Strategic Partnerships and Technology Innovation | FDA](#) (OST) provides leadership for all scientific collaborative and emerging technology related activities at CDRH. We represent CDRH with a broad and diverse array of national and international entities including other

government agencies, Congress, industry, academia, consumer and patient organizations, and healthcare professional organizations, with mutual interests in medical devices and radiation-emitting products.

Duties/Responsibilities

This position is in the Division of Technology and Data Services (TDS), Office of Strategic Partnerships and Technology Innovation (OST), Center for Devices and Radiological Health (CDRH). The Information Technologist will serve as a user interface/user experience (UI/UX) Information Technologist is responsible for creating high-quality, seamless user experiences for users. The incumbent optimizes the functional experience and creates polished and distinctive branded experiences for products and applications. Applies user-centered design principles and techniques and works with other development team members to inform and improve solution design.

The UI/UX Information Technologist will collaborate with business and technology stakeholders to develop a shared understanding of business and user goals and influence design making across multidisciplinary teams. The UI/UX Information Technologist is responsible for developing wireframes to share with users, and iterate upon design, based on feedback. The incumbent will be responsible for establishing a short and long-term UI/UX vision and strategy for products and applications.

The UI/UX Information Technologist is expected to develop a deep understanding of the customer journeys, personas and segmentation and translate that knowledge into documented artifacts and wireframes. The incumbent is expected to collect and analyze user behaviors and needs through qualitative and quantitative user research such as interviews, studies, surveys, digital experience monitoring and usability testing. The incumbent will also design and develop solutions to address critical user pain points and opportunities to increase efficiencies and apply user-centered design processes that incorporate data, user insights and feedback.

The incumbent will develop and communicate design ideas through various mechanisms, including, but not limited to, prototypes, wireframes, and user flows. The UI/UX Information Technologist is responsible for ensuring all applications and products meet objectives for usability, adhere to relevant design and accessibility standards, comply with the FDA strategy, and identify guidelines and deliver positive experiences.

The incumbent is responsible for translating user research insights into actual deliverables; serves as a technical authority on best practices, UI/UX tools, research methods and techniques, including usability testing, contextual inquiry, etc.; and communicates strategy and designs to various stakeholders and builds consensus to articulate the impact of design decisions on the end user, and business outcomes which may be affected.

The UI/UX Information Technologist is responsible for providing expert advice on design disciplines, including, but not limited to, interaction design, user interface design, information

design and graphic design. They will have the ability to distill complex concepts into design concepts and requirements.

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: A bachelor's degree or higher in a computer science, cybersecurity, information science, information systems management, technology, engineering field. The degree must be from an accredited program or institution.

OR

Experience: Experience requirements include at least one of the following:

- Experience that demonstrates knowledge of the software design, development, and testing lifecycle.
- Experience that demonstrates knowledge of enterprise architecture, business architecture, systems architecture, service-oriented architecture, or data architecture, or frameworks of the same.
- Experience that demonstrates knowledge of IT management, IT helpdesk support, system integration, IT project management, IT Finance, or IT Acquisitions.
- Experience that demonstrates knowledge of managing IT transformation programs, managing IT innovation programs, or implementing disruptive technologies.
- Experience that demonstrates basic knowledge of technology and data processing functions, data extraction, transformation, loading, automation, and other aspects of data management.
- Demonstrated ability to meet the standards of a skills assessment test to be administered by the agency during the candidate process (i.e., pre-employment).
- Experience that demonstrates knowledge of the user experience design, development, and testing lifecycle.

Experience may have been gained in work such as CIO/CTO/other IT executive, IT manager, IT services manager, enterprise transition manager/planner, enterprise architect, business analyst, systems integrator, systems administrator, programmer, program analyst, or other positions that required the management of, use, or adaptation of computer programs and systems. For more information please see: [OPM Occupational Series Qualification Requirements](#)

Desired Professional Experience: Experience leading and facilitating design sessions with end users, stakeholders, and development teams in a fast-paced environment. Experience in creating and presenting/communicating complex technical information to a variety of stakeholders and leadership, both verbally and in writing. Experience in authoring policy and guidance.

Desired Skills: Continually abreast of latest developments with the UI/UX community and possesses expertise in leading edge technology and tools. Work requires a good understanding of agile and lean development practices and governance. Possesses strong presentation skills.

How to Apply

How to Apply: Submit resume or curriculum vitae with cover letter by **December 11, 2023**, to: CDRHRecruitment@fda.hhs.gov. Please reference Job Reference ID: **CDRH/OST/DTDS Information Technologist PBM-4132**.

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: Public Trust/Moderate Risk

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.

Announcement Contact

For questions regarding this Cures position, please contact Courtney Miss at Courtney.miss@fda.hhs.gov.

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FDA is an equal opportunity employer.

