



**Title 21 Vacancy Announcement  
Department of Health and Human Services (HHS)  
Food and Drug Administration (FDA)  
Office of Information Systems Management  
Information Technologist**

**Application Period: 12/04/2023 – 12/18/2023**

**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:** Information Technologist

**Series:** AD-2210

**Location(s):** Any U.S. FDA location

**Work Schedule:** Full Time

**Cures Band(s):** Band E

**Full Performance Band Level:** Band E

**Travel Requirements:** Up to 25% travel

**Bargaining Unit:** This is a non-bargaining unit position.

**Relocation Expenses Reimbursement:** Incentives may be authorized; however, this is contingent upon availability of funds. If authorized, certain incentives will require you to sign a service agreement to remain in the Federal government for a period of up to 4 years. Note: This statement does not imply nor guarantee an incentive will be offered and paid. Incentives may include recruitment or relocation incentives in accordance with FDA, Title 21 Policy.

**This position is being filled under a stream-lined hiring authority, Title 21, Section 3072 of the 21<sup>st</sup> 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 21<sup>st</sup> Century Cures Act can be found here:**

[\*\*21<sup>st</sup> Century Cures Act Information\*\*](#)

## Introduction

The Food and Drug Administration is the regulatory, scientific, public health, and consumer protection agency responsible for ensuring that all human and animal drugs, and medical devices are safe and effective, that cosmetics, foods, food additives, drugs and medicated feeds for food producing animals, and radiation emitting devices are safe, and that all such [products](#)

marketed in the United States are adequately, truthfully and informatively labeled and safely and properly stored, transported, manufactured packaged and regulated. FDA's programs are national in scope and effect, and the agency's activities have a direct and significant impact on multi-billion-dollar industries, in addition to protecting the health and safety 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.

The mission of the Office of Regulatory Affairs (ORA) is to protect consumers/patients and enhance public health by ensuring timely access to safe, quality FDA-regulated products.

To view our ORA Vision, Mission, and Values please visit:

<https://www.fda.gov/about-fda/office-regulatory-affairs/ora-vision-mission-and-values>.

The Office of Regulatory Affairs (ORA) is at the forefront of building a public health safety net for today's complex, global regulatory environment. ORA professionals work in a range of program areas and locations, with 227 offices and 12 laboratories throughout the United States. As the lead office for all FDA field activities, ORA serves as the agency's direct connection with regulated industry through a) inspections of firms and plants producing FDA-regulated products, b) investigations of consumer complaints, emergencies and criminal activity, c) enforcement of FDA regulations, d) sample collection and analysis, and e) review of imported products.

The Office of Information Systems Management (OISM) provides advice and counsel to the Associate Commissioner for Regulatory Affairs, Deputy Associate Commissioner for Regulatory Affairs and other senior management officials on all matters related to ORA's business information technology needs, solutions development, and related budgetary issues. Additionally, OISM leads and coordinates informatics and business solution activities across ORA.

## Duties/Responsibilities

The Information Technologist is the Program Management Governance Lead responsible for supporting and balancing the organization's core domains: global inspections/investigations/imports, operations, and transformation. In that capacity, the Information Technologist Lead must ensure that various appropriate methods, skills, and practices are in place to successfully deliver the solutions, outcomes and capabilities required by the organization, and thus maintain and enhance change maturity across the organization. The selected member will be part of the Office of Information Systems Management (OISM) leadership team and responsible for establishing and maintaining the ecosystem for teams rather than regular tracking and management associated with traditional project reporting. This favors a forward-looking perspective rather than a review of past performance and reactive issue storytelling. The Information Technologist Lead is focused on putting in place the

elements for successful progress toward outcomes and goals and the removal of any potential constraints. The Information Technologist Lead ensures that the work adds value, is relevant to the strategy of the organization, and meets the goals set for them by the OISM. This role will develop and support a learning organization model through mentorship and coaching, encouraging training and continuous improvement throughout the project delivery community (Project Managers, Investment Managers and Contracting Officer Representatives) and other stakeholders. Specific duties and responsibilities related to this position include:

**Program Business Value Process Development:**

- Assess enterprise or portfolio performance, using metrics and reporting. Supporting the organizations progression towards a value based operating model.
- Assess, develop, and deliver capabilities to collaborate with business leaders, to prioritize, initiate and track strategic multi-year projects.
- Assess, develop, and deliver capabilities to develop value on any project – develop value engineering-based approach to project selection and success.
- Ensure major ORA IT initiatives align with and enable ORA business strategy objectives.
- Develop and support methodology in defining, collecting, and analyzing project quality metrics such as best practices, design to value progress metrics.
- Develop and support methodology to prioritize release contents.

**Program Capability Development and Support:**

- Identify, define, and implement project management methodologies, frameworks, and standards to enhance current capabilities.
- Identify, define, and implement project management delivery templates, tools, and best practices beyond current capabilities.
- Identify opportunities to enhance standard reporting mechanisms to track and communicate project status, milestones, and performance metrics.
- Support consistent delivery standards on project documentation, including charters, plans, reporting and risk assessments.
- Design and implement project tracking dashboard tools.
- Serve as the data architecture lead in developing strategies for implementing/planning for major information technology or information management projects.

**Project Delivery Best Practices Development and Support:**

- Identify solution opportunities to improve ongoing project performance.
- Assess, develop, and deliver a methodology of conducting project start-ups, project management reviews, solution reviews and production readiness reviews of any project beyond existing capabilities.

- Analyze project data, including project schedules, risks, and resource allocation to recommend remedial actions, to stop a green project becoming a yellow project or a yellow project becoming a red project.
- Recommend technical or process improvements and provide language for investment documents (business cases, contracts, etc.)
- Deliver Health Checks in a consistent manner for the critical projects in the portfolio.
- Ensure consistency in delivery capabilities and adherence to defined methodologies.
- Provides overall governance, guidance and architecture leadership for cross-domain capabilities by influencing business and IT teams using conceptual and practical design artifacts.

**Enhance Learning Organization Adoption Model:**

- Support and influence the maturity of project management capabilities across the organization.
- Coach project managers and teams on the effective use of these methodologies
- Identify opportunities for process improvement and efficiency in project execution.
- Train and mentor associated IT project team members in best practices for developing software and data design documents and participating in design and code reviews.
- Promote a culture of continuous improvement and learning within the organization.

**Supervisory Responsibilities:** This position is not supervisory.

**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. **Outstanding** candidates can be defined by existing outstanding work experience, outstanding performance rating, or both.
  - b. **Qualified** applies to all candidates for Title 21 appointments.

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.*

Information Technology (IT) Management Series, 2210:

Education: 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.

**Position's Desired Skills, Experience, or Education:** The U.S. Food and Drug Administration is a highly visible, collaborative, and impactful organization. As such, this individual must be flexible to operate in a driven culture and capable of exercising good judgment and decision-making capabilities in times of ambiguity. A strong candidate can readily demonstrate:

- Mastery knowledge of business value process development, capability development and support, IT project delivery best practices development and support.
- Mastery knowledge of supporting and influencing the maturity of IT project management capabilities across the organization, coaching IT and Business project managers and teams on the effective use of these methodologies, identifying opportunities for process improvement and efficiency in project execution, and promoting a culture of continuous improvement and learning within the organization.
- Ability to gauge the effort at hand, to select what needs to be done, recognizing the impact in terms of risks involved; ability to accomplish work through others at all necessary levels within the agency and in other federal and international organization to achieve appropriate and timely support.
- Proven professional experience and stature in their area of expertise, commensurate with the duties of the position being filled.
- Ability to communicate in a highly effective matter in writing and in person-to-person contacts; ability to deal effectively with others in a leadership capacity. Ability to work effectively and highly independently under the pressure of very tight timeframes and to meet deadlines.

## 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: 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.

## 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

How to Apply: Applications will be accepted from all qualified internal and external applicants. Please email letter of interest addressing your experience in the major duties and responsibilities of the position, resume, redacted SF-50 (for federal employees only), transcript (with foreign credentials evaluation, if applicable) to the ORA Executive Recruitment and Scientific Staffing Committee: [oraexecutiveandscientificrecruitment@fda.hhs.gov](mailto:oraexecutiveandscientificrecruitment@fda.hhs.gov).

IMPORTANT: You must reference Job ID in the email subject line: **7/2-Information Technologist OISM**

Applications will be accepted through **December 18th, 2023**.

## Announcement Contact

For questions regarding this Cures position, please contact [oraexecutiveandscientificrecruitment@fda.hhs.gov](mailto:oraexecutiveandscientificrecruitment@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.*

