

Position Description
Program Manager
FV-0854-K

I. Position Summary

The incumbent serves as the Federal Aviation Administration's (FAA), U.S. Department of the Transportation (DOT), program manager for the FAA portal program, Washington, DC. Reporting directly to the FAA Assistant Administrator and Chief Information Officer (CIO) or the agency's Deputy CIO. He or she manages portal resources in a manner consistent with the agency's mission, applicable laws, regulations, principles, and standards.

The incumbent provides FAA officials highly specialized guidance in the field of knowledge management (KM) and its application to the FAA. He or she sets policy and establishes procedures for the KM and the agency portal, which at the FAA includes sharing, collaboration, social computing, and related technologies. As part of this responsibility, the incumbent addresses components of the Clinger-Cohen Act of 1996 (formerly known as the Information Technology Management Reform Act), which requires federal agencies to establish information technology (IT) capital planning processes linked to budget, acquisition, and program management and use performance-based and results-based management for IT.

Through the portal, the incumbent ensures the FAA creates and maintains an effective enterprise-wide system that improves decision-making and enables the agency to meet its goals. His or her duties and responsibilities incorporate many of the tenets of the agency's strategic plans. As part of these efforts, the incumbent's work ensures the portal effectively captures and distributes electronic documents for decision makers and other agency employees. The portal supports all agency needs for creating, retaining, using, maintaining, disposing, and preserving documents.

The incumbent provides the vision and strategy to create, implement, expand, and maintain the portal, overseeing the use of state-of-the-art technology. He or she oversees all aspects of the portal, including the concept of operations, data standards, systems planning, corporate databases, groupware, and security. The incumbent acquires the appropriate IT resources to enhance the workforce's ability to better create and manage documents and records. He or she coordinates portal activities with the FAA CIO or the agency's Deputy CIO to provide the technology and knowledge transfer to link key goals and policies.

The incumbent ensures acceptance of the portal in the FAA. He or she works with the agency's Deputy Assistant Administrator for Internal Communications within the Office of Communications and the Vice President for Communications within the Air Traffic Organization (ATO) on the development of a portal communications plan and a change management plan. The incumbent creates new business rules that encourage the adoption and regular use of the portal. He or she also works with the agency's training offices to develop and implement initiatives to encourage FAA managers and staff to use the portal. The incumbent may also assist the FAA in other areas related to IT. The incumbent may communicate planned programs, initiatives, and approaches to IT managers and staff to get their buy-in and allay concerns about how these plans will affect their jobs.

The incumbent represents the FAA in the area of the portal and other collaborative disciplines, serving on agency and other national and international committees as well as other professional forums.

II. Major Duties and Responsibilities

As director of the Special Program Office, the incumbent is a recognized subject matter expert and consultant with a high level of technical expertise in collaborative disciplines, such as portal or KM. The incumbent conducts engineering studies and leads complex, innovative portal approaches, methodologies, and technologies for the FAA. He or she identifies external issues affecting the agency and integrates them into the portal strategic plan, including technological changes, policy, and scientific factors, and ensures the overall effectiveness of the portal program. He or she also translates management's visions and needs into plans and strategies, analyzing the policy and performance of various FAA initiatives as they relate to the portal and associated programs.

The incumbent leads the FAA in a visionary, collaborative, and stakeholder-focused effort that leverages IT resources to improve portal business processes and accomplish strategic FAA missions, goals, and program objectives. The incumbent ensures that the agency manages its portal assets enterprise-wide to improve decision-making. The portal initiative ensures the effective deployment of this technology for both internal use – by agency employees – and external use – by partners and the general public. He or she establishes procedures for an effective portal, coordinates the activities of the agency towards the proper use of the technology, and oversees the use of system to distribute documents to decision makers.

The incumbent advises the FAA Administrator to ensure effective portal solutions, addresses senior management's needs, advocates innovative uses of technology, ensures the implementation of sound capital and investment planning, and facilitates management's access to portal resources. The incumbent stimulates the use of innovative portal solutions by shaping strategic objectives during program planning and resource acquisition and allocation, participating in planning processes as an agent for change, and producing a strategic information resources plan, which is fully integrated into the agency's strategic plan.

The incumbent facilitates the acquisition of portal resources, while maximizing value and managing risks. During the selection and control phases of acquiring portal resources, he or she promotes the effective and efficient design and operation of the agency's IT investment review process. This process includes collaborating with senior managers to ensure that the FAA selects the appropriate portal technology to meet business requirements.

The incumbent participates in or leads research into portal and related collaborative disciplines. He or she keeps abreast of the state of portal research in industry, government, and academia domestically and internationally to identify potential portal methodologies for the FAA.

The incumbent manages efforts to develop a knowledge-centric organization, and he or she ensures that portal initiatives are adopted and resources are accessible to all FAA personnel. To achieve these goals, the incumbent establishes incentive award programs for portal and fosters cultural change through change management principles. Throughout planning, design, and implementation, the incumbent maintains strong coordination and executive and managerial support for projects that may affect multiple parts of the agency as a whole.

The incumbent provides expert guidance on the needs for and implementation of a portal to FAA scientists, technical experts, program managers, and executives, as well as to external stakeholders and partners. He or she may address complex issues that cross multiple functional areas within the agency and work with senior management to resolve problems. The incumbent may provide guidance to professionals at all organizational levels, such as lead project teams, and work with them to define needs, policies, and procedures. He or she

prepares reports on portal projects and develops briefings to convey strategic vision or policies.

The incumbent represents FAA interests at technically oriented DOT and other national and international meetings and conferences. At such meetings, he or she is authorized to speak on behalf of the FAA. As appropriate, the incumbent represents the interests of the FAA by supporting proposed or existing programs. He or she also participates in activities such as professional meetings, conferences, panels, and committees involving members of professional societies, other government agencies, private organizations, international bodies, and advisory committees to provide and exchange portal information.

III. Supervisory Duties

This job entails a high level of supervisory and managerial authority. The incumbent uses his or her delegated authority to create multiyear strategic plans, plan long-term staffing needs, establish program objectives and priorities, plan and schedule work, and assure implementation of program goals by subordinates. He or she advises high-level management about program directions, prepares analyses and data to support the development of goals and objectives for the group, and justifies the purchase of hardware and software.

The incumbent directly supervises a staff, ranging from I to J bands, and oversees contractors. After setting work objectives, he or she assigns work and evaluates work quality and timeliness for each employee as well as progress made toward achieving project goals. The incumbent determines staff needs, such as training and resources, and decides personnel actions, such as within-grade increases, awards, promotions, and changes in position classification, subject to approval by his or her supervisor. He or she recommends resources to devote to projects and leads the development of better processes to monitor and ensure the effectiveness, efficiency, and productivity of the group. The incumbent resolves work problems, including employee complaints, and approves disciplinary actions.

The incumbent performs other managerial functions, including finding ways to streamline workflow, promoting team building, and improving business practices. He or she integrates the work of the group when each member contributes part of the design and execution of a Web product or other informational vehicle.

The incumbent determines whether contractor work meets standards needed to authorize payment.

IV. Other

This position requires initiative, exercise of independent judgment, and considerable tact, in a wide variety of situations. The incumbent must possess a thorough knowledge of government-wide policies and regulations relating to portal, collaborative approaches and technologies, and IT. The incumbent must be able to negotiate and build consensus among conflicting interests and budgetary demands as well as develop a sound and responsive approach to the design, development, implementation, and maintenance of an integrated portal.

Factor 1: Knowledge Required By the Position

- a. Comprehensive understanding of the basic tenets of portal or other collaborative technologies. Knowledge about how people create and use knowledge, information, documents, and records.
- b. Theoretical knowledge of information systems technologies as well as a wide range of practical experience in the design and operation of a portal or other collaborative technologies. The incumbent plays a leading role in the design and implementation of

the agency's portal architecture. His or her professional and technical background must be adequate to enable him or her to oversee the design and evaluation of new methods for achieving of the agency's portal goals.

- c. Technical ability to formulate recommendations. To realize an effective portal program, the incumbent must be able to visualize, correlate, and coordinate technical aspects of many interrelated elements of information, including systems with embedded information processing capabilities and other collaborative technologies.
- d. Technical competence in information systems security (ISS). The incumbent must have the technical understanding and competence in ISS principles and techniques, including those for communications security and computer security.
- e. Telecommunications expertise. The incumbent should have significant theoretical knowledge of and in-depth experience and expertise in the various telecommunications transmission media, especially those used for inter-computer communications.
- f. Program management skills. The incumbent must possess broad management skills, to include strategic planning, work flow analysis, goal setting and measurement, business process re-engineering, and human resource development.
- g. Knowledge of the intricacies and interactions of working with individuals and teams with diverse cultural and professional backgrounds. The incumbent must be able to coordinate his or her efforts with various offices within the FAA as well as within the DOT. The incumbent must be able to lead the organization through cultural change. The incumbent must have skills in facilitating and gaining organizational consensus on priorities and issues.

The incumbent must have a demonstrated ability to formulate sound recommendations relating to highly technical proposals, maintain a rapport with the most senior officials of government and industry, and understand policies and objectives promulgated by higher echelons of the FAA and DOT and agencies of the federal government which affect FAA systems.

Factor 2: Supervisory Controls

The incumbent is generally recognized throughout the FAA as an expert in the acquisition and management of portal resources and architecture or those of other collaborative technologies. Judgment, ingenuity, and creativity must be used in accomplishing the incumbent's work. The incumbent reports to the CIO or the agency's deputy CIO, who provides broad guidance on policy considerations, scope, and objectives desired. The incumbent has considerable discretion to make decisions about implementing a portal in the FAA.

Factor 3: Guidelines

Guidelines under which the incumbent works include federal, DOT, and FAA IT and human resources regulations, directives, and policy. The incumbent is also guided by the broad framework of principles and standards prescribed by the General Accounting Office, the Office of Management and Budget (OMB), the Office of Personnel Management, and other regulatory agencies; by basic laws and appropriation acts; and by generally recognized principles and standards.

Much of the work required of the incumbent lacks precedent, so judgment and discretion must be used in applying, adapting, changing, or interpreting guidelines. Strategic guidelines are very broad (FAA Strategic IT Plans, OMB Circular A-11, National Institute of

Standards and Technology requirements, and the FAA Administrator's long-range goals). As needed, he or she develops new policies, procedures, and approaches, taking into consideration government and FAA regulations.

Factor 4: Complexity

The incumbent provides comprehensive support to the FAA as a technical expert in applying portal methodologies to functional problems to achieve maximum staff productivity. He or she applies expert knowledge of policy and methods for information systems, business process improvement, benchmarking and good practices, program and project management, and strategic planning. The incumbent may develop portal strategies in collaboration and networks, content management, e-Government, expertise locators, good practices, knowledge sharing and reuse, e-Learning, lessons learned, and systems thinking.

The incumbent develops an portal program that identifies and makes available knowledge, decision support, and expertise for employees through sharing knowledge and expertise among themselves, with other parts of the FAA, with other federal agencies, and with outside organizations. The work has a direct impact on major mission areas of the FAA including, for example, research and development, information security, and fire safety, to maintain the agency's leadership in all aspects of land management.

Because the portal approaches and technologies are relatively new and still evolving, the incumbent monitors the field for new developments and incorporates these into the planned design. These may include developing precedent-setting approaches to how federal agencies might integrate a portal into their organizations. The position requires intense interactions with the full range of offices within the FAA and DOT for technical issues, planning, acquisition, allocation, reporting, monitoring, review and implementation. The incumbent's responsibility has broad and critical implications and therefore requires knowledge of an extensive body of laws, regulations, and decisions as well as the legislative process. The incumbent provides guidance to the FAA CIO or the agency's deputy CIO on complex questions and issues, which must be perceived, interpreted, and correctly applied to ensure proper formulation of the agency's positions.

Factor 5: Scope and Effect

The work performed by the incumbent will result in the creation and sharing of knowledge about the nation's land management sector. This work is crucial to the success of the nation's land management system in an age of growth, increasing complexity, and decentralization. The opportunity to share portal knowledge with other modals within the DOT and with external organizations, stakeholders, and partners may help problem-solving and collaboration. For example, a portal may help diverse organizations identify causes of fires, which could reduce fatalities, injuries, and financial losses as well as help the agency respond more efficiently and efficiently.

The incumbent leads the planning, budgeting, selecting, and implementing of portal solutions to meet the demands of FAA business processes. The incumbent provides expert guidance on FAA IT architecture initiatives, as it relates to portal.

This work requires extensive coordination and support with other experts in the FAA program offices. The incumbent leads diverse teams of functional and technical experts plus possibly numerous contractors. He or she may manage complex contracts to ensure they result in appropriate services and products.

The incumbent often represents the FAA as a principal point of contact to provide advice and guidance on the application of portal policies and procedures. He or she develops white papers and briefings and attends meetings and conferences to convey strategic vision or policies to internal and external audiences. The incumbent serves as an expert agency

representative at conferences, meetings, technical symposiums, and seminars with a wide range of parties.

Factor 6: Personal Contacts

The incumbent interacts with a broad spectrum of individuals and organizations both within and outside of government, including senior FAA executives; representatives of other departments such as DOT; congressional staff; people in other federal, state, and local government agencies, and academia; and key stakeholders and partners in the private sector. As several foreign organizations and governments have extensive experience with their own portal, the incumbent also works with foreign government officials and members of international organizations to assure sharing of important portal research and to establish relationships. He or she ensures that the portal will better enable document sharing with international research organizations and will in return help the agency manage its records and documents.

The incumbent's responsibilities require a high degree of interaction with this broad range of individuals and organizations as well as the establishment of new working relationships and collaborative efforts with similar groups. He or she also works with foreign government officials and members of international organizations to assure sharing of important portal research and to establish relationships.

Factor 7: Purpose of Contacts

These contacts are internal and external. The incumbent maintains working relationships with high-ranking officials of federal and state agencies, industry, academia, and key stakeholders and partners in the private sector. The purpose of these contacts and relationships is to develop and coordinate policy and procedures for institutionalizing portal and operations for the FAA.

The incumbent maintains liaison with counterparts in DOT and other modals within the department to maintain expertise necessary to apply new and developing portal concepts, techniques, and programs to the complex and rapidly changing environment of the FAA. The incumbent maintains contact with federal agency counterparts and industry leaders domestically and abroad to promote the portal concept within the federal government, justify expenditures of FAA resources, and coordinate these agencies' activities to leverage technology advancements of other organizations. The incumbent serves as the principal FAA point of contact and liaison to senior level working groups outside the organization including key stakeholders and partners in private industry on portal and other related matters.

Factor 8: Physical Demands

The work is sedentary.

Factor 9: Work Environment

The work is performed in an office setting. Occasional and intermittent domestic or international travel for official purposes is required as necessary.

Other Requirements

The incumbent will be required to complete the OGE Form 450 "Confidential Financial Disclosure Report" to determine if a conflict or an appearance of conflict exists between the incumbent's financial interests and the prospective and influential position with procurement oversight.

As the incumbent deals with complex privacy issues, the position is designated as Critical Sensitive and requires a Top Secret clearance.