



Information and Technology

Major Duties and Responsibilities

- Provide leadership and/or oversight to complex Information Technology (IT) projects or programs that may include ill-defined requirements, ambiguity, parallel tasks, multiple dependencies, high risks, and multiple interfaces; ensure alignment with strategic or corporate objectives; lead the definition and review of customer and stakeholder requirements; ensure plans and schedules are developed and followed throughout the life of the project.
- Lead and guide the resolution of issues in project plans and schedules based on a clear understanding of customer requirements and information on project cost, schedule, quality, and performance; provide expert oversight of cost and resource estimates; participate in budget planning activities and develop cost estimating strategies for future projects.
- Provide leadership and/or oversight to the successful execution of spend plans and assess variances from cost and schedule baseline; oversee the reallocation of resources in response to change considering impact to project cost, schedule, and quality of deliverables.
- Provide leadership, guidance, and oversight to project implementation and quality assurance by effectively evaluating and monitoring cost, schedule, and performance, assessing variances from the plan, and overseeing the execution of necessary corrective actions; lead project performance reviews and control gates, gather important information, and make authoritative decisions about required next steps; oversee the development and maintenance of appropriate project documentation.
- Manage the expectations of senior-level customers and ensure the delivery of quality products and services; lead the examination of project successes and failures and develop solutions to improve products and services.
- Provide leadership and guidance to the identification and mitigation of project risks by identifying the risk tolerances of senior-level customers and other stakeholders to determine overall acceptable levels of risk; conduct risk analysis to identify and prioritize risks; characterize threats and opportunities to determine mitigation strategies.
- Lead project teams to ensure project is completed on time, effectively apply team building and coaching techniques, and exchange project or technical information with team members and contractors at formal and informal meetings.
- Oversee the work of team members; monitor work activities to ensure counterintelligence (CI) and security policies and procedures are followed; provide help or assistance to team members or others when needed; communicate needs and requirements to project team members.
- Based on assignment, may lead all aspects of contract management and oversight to include leading competitions and contract renewal from beginning to end; work closely with mission customers, organizational management, and the Contracting Officer (CO); serve as the Contractor's principal point of contact for technical management after contract award; direct and coordinate technical and program issues, establish objectives, develop requirements, establish schedules, estimate costs, develop budgetary controls, monitor technical aspects of the contract, and monitor the contractor's performance; work closely with the CO to assist in contract negotiations, including determining viable options for cost.

Knowledge, Skills, and Abilities Required:

- Expert program management, analytic, and critical thinking skills, including the ability to conduct program and management assessments, identify needs and requirements, and



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develop non-linear process improvement recommendations for implementation across the Intelligence Community (IC).

- Expert experience in providing leadership, oversight, and guidance to the effective management of complex projects; in managing and mitigating risks, assessing customer requirements, identifying dependencies, and developing responsive project plans; in estimating costs and other resources using quantitative analysis to project requirements.
- Expert ability to establish regular contact with high-level internal and external resources and have periodic contacts with other offices, supplying or seeking information on specialized and non-specialized matters; excellent use of tact when expressing ideas or opinions to senior leaders, customers, contractors, and other stakeholders.
- Expert experience examining project successes and failures and making expert recommendations to improve products and services; considerable ability to deal with service failures and prioritize customer needs.
- Superior ability to balance responsibilities among project activities; ability to manage transitions effectively from task to task, adapting to varying customer needs.
- Expert knowledge of the rules of governance and project lifecycle methodologies; considerable knowledge of Project Management concepts and principles.
- Superior interpersonal, organizational, and problem-solving skills, including a demonstrated ability to work effectively both independently and in a team or collaborative environment and to lead and mentor junior colleagues.
- Expert ability to communicate, both verbally and in writing, complex information in a clear, concise manner that is targeted to and meets the needs of diverse audiences with different perspectives and objectives.
- Superior ability to listen to, clarify, and convey understanding of others' ideas, comments, and questions as well as to integrate and build upon diverse opinions in a manner that encourages the formation of integrated solutions and positions.
- Based on assignment, may require Contracting Officer's Technical Representative (COTR) Certification and proven track record as COTR.