



General Position Information

Job Title: 24899 – Customer Engagement & Requirements Officer – GS-14

Salary Range: \$102,663 – \$157,709 (not applicable for detailees)

Vacancy Open Period: 10/5/2020 – 10/20/2020

Position Type: Cadre, Detailee

Who May Apply: Internal ODNI Candidates, Detailees

Division: DNI/COO/CIO

Duty Location: McLean, VA

Security Clearance: TS/SCI with CI Polygraph

Travel Required: 0-25% Travel

Relocation Expenses: For new ODNI employees, reimbursement for relocation is discretionary based on availability of funds.

Job Interview Travel: Candidates from outside the Washington, D.C., area may be selected for a telephone, teleconference, or in-person interview. If selected for an in-person interview, any travel or lodging will be at the applicant's personal expense.

Position Information

This is an opportunity for:

- An internal candidates to fill a GS-14 cadre position.
- A Federal Government employee to serve on a two-year reimbursable detail assignment in the ODNI. The detail assignment may be extended an additional year if all parties agree.

Who May Apply

Current GS employees at the same grade as the advertised or one grade below may apply.

Former members of the Peace Corps may be considered for ODNI employment only if five full years have elapsed since separation from the Peace Corps.

- For a cadre assignment:
 - Current ODNI permanent cadre.
- For a detailee assignment:
 - Current Federal Government employees. (Current GS employees at the same grade as the advertised position grade may apply.)

Salary Determination

- The ODNI uses a rank-in-person system in which rank is attached to the individual.



- A selected ODNI candidate or other Federal Government candidate will be assigned to the position at the employee's current GS grade and salary.

Component Mission:

The Office of the Director of National Intelligence (ODNI), Chief Operating Officer (COO) has the responsibility and authority for supervising, coordinating, providing guidance, and administering the Director of National Intelligence's (DNI) direction to the ODNI, as well as providing guidance to the ODNI centers. This includes integrating and synchronizing policy, plans, positions, procedures, and cross-functional issues. The COO is responsible for synchronizing and integrating the ODNI staff to execute all missions and tasks designated by the DNI and the Principal Deputy Director of National Intelligence (PDDNI). In addition, the COO oversees the internal management of the ODNI.

Major Duties and Responsibilities:

- The ODNI CIO is seeking a highly qualified GS-14 to lead the definition and review of customer and stakeholder requirements, and guide the resolution of issues in project plans and schedules based on a clear understanding of customer requirements, cost, schedule, quality, and performance. Practice good customer service. Manage and track all assigned IT projects.
- 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.
- Proactively maintain an awareness of emerging IT technologies and best practices.
- Lead a team of professional staff and assess performance, collaborate and oversee goal setting. Effectively apply team building and coaching techniques and provide feedback on personal development.
- Oversee the work of team members; monitor work activities to ensure counterintelligence 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.
- Monitor technical aspects of the contract and the contractors' performance; work closely with the COTR to assist in contract negotiations, including determining viable options for cost.

Mandatory Requirements:

- Expert program management, analytic, and critical thinking skills, including the ability to conduct program and management assessments, identify needs and requirements, and develop non-linear process improvement recommendations for implementation across the Intelligence Community.
- Extensive 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.
- Demonstrated 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.
- One year of specialized experience at the next lower GS-grade (or equivalent). IT-related experience may be demonstrated by paid or unpaid experience and/or completion of specific, intensive training (for example, IT Certification). IT-related experience demonstrating each of the four competencies (Attention to Detail, Customer Service, Oral Communication, and Problem Solving).
- Education: Degree in computer science, engineering, information science, information systems management,



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mathematics, operations research, statistics, or technology management or degree that provided a minimum 24 semester hours in one or more of the fields identified above and required the development or adaptation of applications, systems or networks.

Desired Requirements:

Experience: Three years of program or project management experience, shall include one year of experience in federal programs or projects within the last ten years. The one year on Federal programs can either be as Federal civilian, US military, or member of industry.

Certifications/Licenses: FAC-C P/PM or equivalent PM certification, or DOD Level III PM certification.

Knowledge of IC Information management security requirements and IC Classification Guidelines.

Key Requirements and How to Apply

A complete application package must include:

- a. **RESUME:** Applicants are encouraged to carefully review the vacancy announcement, particularly the MDRs, and construct their resume to highlight their most significant experience and qualifications relevant to this job opportunity.
- b. **PERFORMANCE EVALUATIONS:** Applicants are required to provide their two most recent performance evaluations. A justification is required in the cover letter if the applicant is unable to provide the two most recent evaluations.
- c. **COVER LETTER:** Applicants must submit a cover letter as a supplement to the resume to elaborate on their qualifications and previous work performed.

WHERE TO SUBMIT:

Internal ODNI Cadre Candidates must submit an application through the classified [JobsDNI website](#). For current employees who do not currently have access to internal systems, applications should be sent to either DNI_COO_HRM__HR_OPS_TEAM_A_WMA@cia.ic.gov (classified email system) or Recruitment_TeamA@dni.gov (unclassified email system).

Applicants experiencing technical issues may submit their application via email to either email system. Applicants submitting via JWICS are requested to submit their materials to both portifa@dni.ic.gov (*Faith P.*) and mccreaz@dni.ic.gov (*Zina M.*) in lieu of the group address above. All attachments should be in Microsoft Word or Adobe PDF format.

Applications submitted through the classified email system should NOT contain classified information above the TS//SI//TK//NOFORN level.

CURRENT FEDERAL EMPLOYEES APPLYING FOR A DETAIL ASSIGNMENT:

Applicants from federal agencies within the Intelligence Community (IC) may be considered for this position as a reimbursable detailee, if endorsed by the employing agency. Applicants must have current TS/SCI clearances with polygraph or have the ability to obtain one. The ODNI does not conduct polygraphs or provide security clearances for detailees. ***Applicants from within the IC must submit an application through the classified [IC Joint Duty Program website](#).***



Applicants from federal agencies outside the IC must provide:

- a. **WRITTEN ENDORSEMENT** from the employing agency concurring with the detail.
- b. **RESUME:** Applicants are encouraged to carefully review the vacancy announcement, particularly the MDRs, and construct their resume to highlight their most significant experience and qualifications relevant to this job opportunity.
- c. **PERFORMANCE EVALUATIONS:** Applicants are required to provide their two most recent performance evaluations. A justification is required in the cover letter if the applicant is unable to provide the two most recent evaluations.
- d. **VACANCY NUMBER:** Reference the vacancy number in the subject line of the email and on each document submitted.
- e. **CURRENT SF-50:** Federal Government employees must provide an SF-50, "Notification of Personnel Action" to verify current federal status, position, title, grade, and organization of record. Please disregard if you are not a Federal Government employee.

WHERE TO SUBMIT: Applications should be sent to either DNI_COO_TM_HRM_OPS_TEAM_A_WMA@cia.ic.gov (classified email system) or Recruitment_TeamA@dni.gov (unclassified email system). Applicants submitting via JWICS are requested to submit their materials to both portifa@dni.ic.gov (*Faith P.*) and mcreaz@dni.ic.gov (*Zina M.*) in lieu of the group address above. All attachments should be in Microsoft Word or Adobe PDF format.

Applications submitted through the classified email system should NOT contain classified information above the TS//SI//TK//NOFORN level.

All Applicants:

APPLICATION PACKAGES MUST CONTAIN ALL ITEMS LISTED ABOVE. AN INCOMPLETE APPLICATION PACKAGE WILL BE INELIGIBLE FOR CONSIDERATION.

Your application MUST be received by midnight on the closing date of this announcement. Applications received after the closing date will NOT be eligible for consideration.

To verify receipt of your application package ONLY, you may call 703-275-3799.

What to Expect Next

The most highly qualified candidates will be referred to the hiring manager for further consideration and possible interview. We expect to make a selection within 30 days of the closing date of this announcement. Due to the large number of applications received, applicants will be contacted ONLY if they have been selected for an interview.

Agency Contact Information

ODNI Recruitment; Phone: 703-275-3799; Email: Recruitment_TeamA@dni.gov

Other Information

The ODNI is an equal opportunity employer and abides by applicable employment laws and regulations.

REASONABLE ACCOMMODATIONS FOR PERSONS WITH DISABILITIES: The ODNI provides reasonable accommodations to otherwise qualified applicants with disabilities. IF YOU NEED A REASONABLE ACCOMMODATION for any part of the



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application and hiring process, please notify the Intelligence Community Equal Employment Opportunity and Diversity Office Representative by classified email at DNI_Reasonable_Accommodation_WMA@cia.ic.gov and DNI_Diversity_WMA@cia.ic.gov, by unclassified email at DNI_DRA@dni.gov, by telephone at 703-275-3900 or by FAX at 703-275-1217 . Your request for reasonable accommodation will be addressed on a case-by-case basis. **PLEASE DO NOT SUBMIT YOUR APPLICATION TO THE EEOD EMAIL ADDRESS. THIS EMAIL IS FOR REASONABLE ACCOMMODATION REQUESTS ONLY. PLEASE SUBMIT YOUR APPLICATION VIA THE EMAIL ADDRESS PROVIDED IN THE 'HOW TO APPLY' SECTION ABOVE.**