JOB SUMMARY

Covalent Solutions (Covalent) is seeking a mission driven, **Jira Administrator,** who is truly excited about building great products and participant experiences to support the *All of Us* Research Program (AOU) at the National Institutes of Health (NIH). AOU was established to accelerate health research and medical breakthroughs to enable an era of precision medicine for all. The program seeks to achieve this mission through building relationships with one million or more participant partners, delivering the largest, richest biomedical dataset ever, and catalyzing a robust ecosystem of researchers eager to use the dataset to advance human health. By combining health-related information from a large pool of diverse participants, AOU will reach the scale and scope necessary to enable research on a wide range of diseases and health topics.

This is a newly created role. As part of Product Operations, the **Jira Administrator** will identify strategic improvements to the current configuration of JIRA FedRAMP Cloud instance, recommending changes to stabilize and improve the operation and use of the JIRA platform and its various modules, including JIRA Software, Confluence, and BigPicture. We are looking for a candidate who thrives on cross-team collaboration in a mission-driven organization and is excited to take an active role in process improvements to help drive the *All of Us* Research Program to success.

This opportunity is full-time with Covalent and is based in Rockville, Maryland.

DUTIES AND RESPONSIBILITIES include, but are not limited to:

- Engage in the strategic planning process using Atlassian tools to provide cross-organization traceability to program goals, initiatives, and available resources.
- Collaborate with internal customers to understand requirements for the quarterly planning and release processes in support of the release calendar.
- Responsible for configuring the current layout, design, workflows, dashboards, reports, advanced roadmaps, automation rules, notification schemes, permission schemes, integration points and general Jira hygiene in close collaboration with the Product Team and other All of Us integrated project team members.
- Work together with Product and Project Managers to document how we use Jira at *All of Us* and publish guides (training material) & best practices.
- Develop test plans and implement changes to Jira environment, and update documentation accordingly.
- Serve as technical lead for Jira platform providing in-depth troubleshooting as needed.
- Review various JIRA Software projects and use of common platform workflows. Make recommendations to reduce duplications, conflicts, or high-risk configurations.
- Use scripting skills, including the ability to write custom JQL (Jira Query Language), automate tasks with scripts, write simple API scripts, experience creating loops, arrays and other scripting functions to simplify repetitive tasks.
- Facilitate use of issue trackers, wikis, source control systems, etc. to share knowledge across various teams.

QUALIFICATIONS
Education

- Bachelor's degree in Computer Science, Project Management or Business Administration, or equivalent work experience

Work Experience

- Minimum 3 years of hands-on experience with Atlassian tools (JIRA, JIRA Query Language and plug-ins like Structure and, BigPicture) along with collaboration tools (MS Office, Confluence, Google Suite)
- Atlassian Certified Expert in Jira Administration for Cloud and in Managing Jira Projects for Cloud
- Hands-on experience using a structured idea-to-launch process or system, such as Stage-Gate® or Agile development methodologies.
- Demonstrated experience deploying software/applications, completing system configuration, and resolving installation issues.
- Strong troubleshooting skills and ability to use deductive reasoning to identify possible sources of a problem and then work toward a solution.
- Experience with navigating complex development projects.

COMPETENCIES

Professionalism:

- Ability to apply judgment to manage conflicting priorities and resources, driving work and results that are the highest value for the organization.
- Sharp eye for detail. Keep meticulous notes and be able to manage multiple projects in different phases of work at the same time. Context-switching does not bother you.
- Ability to identify issues, analyze and participate in the resolution of issues/problems.
- Motivated by professional rather than personal concerns.
- Show persistence when faced with difficult problems or challenges.
- Ability to stay calm under stress and uncertainty, influencing the same in your teammates.
- Naturally curious about things you don't understand and actively look for opportunities to grow and learn from those around you.

Communication:

- Communicate fluently in English, written and spoken.
- Actively participate in meetings and be willing to advocate for what you believe in. Provide thoughtful, constructive review of others' work, knowing that everyone is working towards the same objective.
- Superior written and verbal communication skills. You can always articulate the "why" behind your recommended backlog priorities.
- Listen to others, correctly interpret messages from others and respond appropriately.
- Ask questions to clarify, and exhibit interest in having two-way communication.
- Tailor language, tone, style and format to match the audience.
- Demonstrate openness in sharing information and keeping people informed.
- Speak intelligently about a wide variety of topics but know when to say, "I don't know."

Teamwork:

- Ability to form trust-based relationships quickly and lead cross-functional teams through influence (without formal authority).

- Work collaboratively with colleagues to achieve organizational goals.
- Place team agenda before personal agenda.
- Support and act in accordance with the final group decision, even when such decisions may not entirely reflect your own position.
- Share credit for team accomplishments and accept joint responsibility for team shortcomings.

Accountability:

- Take ownership of all responsibilities and honor commitments.
- Deliver outputs for which you have responsibility within prescribed time, cost and quality standards.
- Operate in compliance with organizational regulations and rules.
- Take personal responsibility for your own shortcomings, where applicable.

Email resumes to jobs@covalentsolutions.com