



UNITED STATES DISTRICT COURT  
WESTERN DISTRICT OF WASHINGTON

## ANALYST / TRAINING SPECIALIST

**ANNOUNCEMENT NUMBER** 19-WAW-02

**ANNOUNCEMENT DATE** December 12, 2018

**CLOSING DATE** February 18<sup>th</sup>, 2019

The United States District Court for the Western District of Washington is seeking an articulate, self-motivated, and detail-minded individual to join our team as a Case Management / Electronic Case Filing (CM/ECF) Operations Analyst/Training Specialist. Become a valued member of a dynamic team and thereby create a positive impact on our federal court system. This position is located in the office of the Clerk of Court at the United States Courthouse in Seattle, Washington. In-district travel may be necessary.

The CM/ECF Operations Analyst/Training Specialist analyzes data and processes, identifies filing trends and user needs, and manages training activities and programs related to CM/ECF and/or court operations. This position is responsible for developing materials for both in-person and virtual training programs, developing resources for internal and external users, and conducting training.

The CM/ECF Operations Analyst/Training Specialist is part of a self-directed team, and is responsible for hiring, training, and performance management. This requires responsibility, flexibility, initiative and a desire to work collaboratively within the team and with all court staff.

**REPRESENTATIVE DUTIES**

- Analyze data, work processes and procedures to evaluate and identify filing trends and irregularities and recommend potential modifications to CM/ECF and/or work processes to improve overall quality and efficiency of service. Work with teams to establish consistent practices which maximize efficiency and improve quality. Collect feedback and measure effectiveness of new or revised processes.
- Conduct training needs analysis to gather and analyze information for both internal and external users as related to CM/ECF and operational processes. Plan, develop, coordinate, promote, schedule and conduct training programs. Develop and prepare training material such as guides/manuals, aids, e-learning courses, multi-media materials, etc. Develop metrics to evaluate the effectiveness of training effort via evaluations, surveys, etc.; recommend and implement process and training improvements.
- Assist with evaluating new CM/ECF releases and patches to assess impact on existing operations processes and procedures. Test aspects of CM/ECF releases and patches relative to internal and external operations in the district and assess potential training needs.
- Provide support to court staff, IT staff, and external filers by troubleshooting reported CM/ECF issues. Distinguish between technical and training issues and determine the best approach to resolve the problem. Analyze, evaluate, develop, recommend and implement programs or special projects to meet the objectives of the court.

<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Candidates must have a high school diploma or equivalent and a minimum of three years of progressively responsible administrative, technical or professional experience.</li> <li>• Advanced skills with Microsoft Office Suite, specifically: <ul style="list-style-type: none"> <li>▪ PowerPoint: knowledge of design elements, creating custom slide decks based on current trends and best practices.</li> <li>▪ Word: ability to create custom templates, themes and styles. Proficiency in creating lists, tables and graphs.</li> <li>▪ Excel: ability to interpret, analyze and transform raw data using functions, pivot tables, sorting, filtering, and other built-in tools.</li> </ul> </li> <li>• Skill in developing training and presentation materials that are creative, strategic, and engaging. Skill in designing, developing and maintaining online learning modules using Adobe Captivate (or similar) and other audio/video/media editing tools.</li> <li>• Extensive knowledge of adult learning theory, training resources, and training design.</li> <li>• Ability to communicate, orally and in writing, technical concepts and procedures to groups with diverse backgrounds. Skill in facilitating group discussions.</li> <li>• Advanced skills in drafting and reviewing procedures, policies, and manuals.</li> <li>• Ability to be self-motivated and work independently with minimal direction or oversight.</li> <li>• Ability to multi-task and maintain flexibility to adapt to changing priorities.</li> <li>• Ability to maintain confidentiality, demonstrate sound judgment, and handle sensitive material is essential.</li> </ul>
<b>PREFERRED QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Bachelor's degree from an accredited university.</li> <li>• Current or prior federal judiciary experience.</li> <li>• Knowledge of project management principles, process improvement, problem solving, trouble shooting, and creative solution development.</li> <li>• Knowledge of the use and functionality of the CM/ECF application.</li> </ul>
<b>SALARY RANGE</b>	<p>Court Personnel System Classification Level:</p> <p>CL26, Step 1 – 61, \$48,324 – \$78,575  CL27, Step 1 – 61, \$53,084 – \$86,338</p> <p>Depending on experience and qualifications; additional promotional potential without further recruitment.</p>
<b>BENEFITS</b>	<p>The U.S. District Court provides a generous benefits package, competitive salary, and a dedication to work/life balance including flexible schedules and telework opportunities. Judiciary employees participate in the Federal Employees Retirement System, Thrift Savings Plan (similar to a 401K), health and life insurance benefits, and long term care options, annual and sick leave accrual, and ten paid holidays per year. Judiciary employees are <u>not</u> covered by the Office of Personnel Management's civil service classification system or regulations. For additional information on employment with the federal courts, please visit <a href="http://www.uscourts.gov">www.uscourts.gov</a>.</p>

**INFORMATION FOR  
APPLICANTS**

Qualified applicants should submit the following:

- Cover letter
- Resume
- Narrative statement of no more than two pages that answers the following questions:  
*Describe a time when you developed or updated a training program. How did you identify that new or updated training was needed? What training methodologies did you use? How did you resolve any disagreements about the objectives of the training program? What was the most difficult part of the process? What was the outcome?*

Via e-mail (Word or Acrobat .pdf format) to:

[seattle\\_personnel@wawd.uscourts.gov](mailto:seattle_personnel@wawd.uscourts.gov)

Or to:

Human Resources (#19-WAW-02)  
U. S. District Court,  
700 Stewart Street, Suite 2218  
Seattle, WA 98101

Only qualified applicants will be considered for this position. Applicants must be United States citizens or eligible to work in the United States. Applicants selected for interviews must travel at their own expense. Qualified applicants selected for interviews will be tested.

The United States District Court requires employees to follow a code of conduct which is available upon request. Reference checks with current and former employers will be conducted on top candidates. A background investigation with law enforcement agencies, including fingerprint and criminal record checks, will be conducted as a condition of employment. Any applicant selected for a position will be hired provisionally pending successful completion of the investigation. Unsatisfactory results may result in termination of employment. Employees of the United States District Court are considered "at will" employees.

The Federal Financial Management Reform Act requires direct deposit of federal wages. The Court provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation, please notify human resources. The decision on granting reasonable accommodations will be made on a case by case basis.

The Court reserves the right to modify the conditions of this job announcement, to withdraw the announcement, or to fill the position sooner than the closing date, any of which may occur without prior written or other notice. In the event that a position becomes vacant in a similar classification, within a reasonable time from the original announcement, management may elect to select a candidate from the applicants who responded to the original announcement without posting the position. More than one position may be filled from this announcement.

*The United States District Court is an equal opportunity employer and values diversity in the work place.*