

UNITED STATES DISTRICT COURT
WESTERN DISTRICT OF WASHINGTON

Vacancy Announcement
09-WAW-12
April 2009

TRAINING & TECHNOLOGY INTEGRATION SPECIALIST

Court Personnel System Classification Level: CL 27/28
Developmental Range Salary: \$47,978 to \$71,889
Full Performance Range Salary: \$60,478 to \$93,462
Depending upon experience and qualifications
Promotion potential without additional recruitment

Position open until filled; preference given to resumes received by May 8, 2009

The Training & Technology Integration Specialist is a new position supporting a major training initiative within the U.S. District Court for the Western District of Washington. This person will serve a key role as the court develops a holistic approach to effectively integrating new and existing technologies into our workplace.

As a member of the clerk's office, the Training & Technology Integration Specialist will work closely with judicial chambers and operational teams in Seattle and Tacoma, and serve as a liaison with IT and administrative staff. S/he will help judges and staff to work more effectively and comfortably with a wide range of technological resources.

EXPECTATIONS:

Within one year, the Training & Technology Integration Specialist is expected to achieve a number of observable results.

- Each judicial officer in the district should be using 2-3 different technology applications in a more effective manner than they do now.
- The measure of success for this new position is not the number of training sessions or activities performed by the Technology & Training Integration Specialist, but rather by the extent to which judges and their chambers staff have integrated technology into their workflow in a way that streamlines, simplifies, and increases productivity.
- These technologies can include a wide range of applications, such as word processing, e-mail, remote access, Blackberries, the CM/ECF electronic case management system, and/or assorted programs from the Microsoft Office Suite.

The scope of effort during the first year is the judicial officers and their chambers staff. As soon as practical, this same effort is expected to be applied to the support staff in the clerk's office.

TYPES OF DUTIES AND ACTIVITIES:

In support of these first-year goals, the Training & Technology Integration Specialist is expected to do the following:

- Develop effective relationships with each judge and his/her chambers staff and clerk's office teams, learning how they work and what is important to them.
- Analyze and assess where technology could simplify and streamline their processes in a way that respects their chambers culture and their preferences for managing documents and data.
- Develop a customized strategy to bring together a variety of resources (subject matter experts, training, switching to more effective technology solutions, etc.) in support of this effort.
- Serve as an ongoing personal resource to judges and their chambers staff, to ensure that appropriate resources are provided to them, that the new solutions are working as anticipated, and that ongoing needs are addressed.
- Develop in-chambers resource people who can continue to mentor and coach new staff, and help each chambers to become more empowered to advocate for their future technology needs.

REPRESENTATIVE DUTIES:

- Build strong relationships with judicial chambers and clerk's office teams to understand court culture, organizational workflow, and training opportunities.
- Collaborate with IT and subject matter experts throughout the office to identify opportunities to integrate new and existing tools into work practices.
- Develop and deliver personalized solutions in a variety of media to meet identified needs and simplify processes.

GENERAL REQUIREMENTS:

The successful candidate will be enthusiastic, approachable, and resourceful, with a demonstrated ability to develop and implement innovative solutions in a collaborative manner. S/he will possess superb analytical and interpersonal skills, sensitive judgment, with a flexible approach to championing change. S/he will be both a visionary and a diplomat.

- Excellent communication and facilitation skills: written, verbal and presentation
- Collaborative and consensus-building work style, with the ability to adjust responsively to a variety of audiences
- Skill in facilitating discussions and learning exercises with individuals and small groups
- Knowledge of adult learning theories
- Ability to present technical information in a clear, understandable manner
- Ability to manage multiple requirements and meet deadlines

- Demonstrated ability to develop and deliver resourceful solutions that address organizational needs
- Understanding of workflow and process improvement
- A minimum of three years of specialized experience in training and curriculum development

TECHNICAL REQUIREMENTS:

- Experience with office productivity applications, including spreadsheet, word processing, database, and presentation applications
- Understanding of wide variety of technical tools
- Comfortable with web and/or graphic applications

PREFERRED REQUIREMENTS:

- Knowledge of workflow and process improvement theories and techniques
- Training experience - in classroom and on-line development
- Knowledge of federal courts and judicial processes
- Experience with collaboration software such as Sharepoint or intranet solutions

APPLICATION PROCEDURES:

Qualified applicants should submit the following:

- A letter of interest addressing relevant work experience
- A current resume, including salary history
- A response to the following question in one page or less, including specific examples as appropriate:
 - Describe a work process you are familiar with at your present job or in a previous job. Describe it from the perspective of the people who do the work, including the words and jargon they would use.
 - Analyze this process, and assess its effectiveness and its limitations. Identify which steps or activities could be enhanced through technology.
 - Outline how the new process would work, and delineate the steps necessary to move the process from its current state to the final improved process.
 - Describe how you would get buy-off from the people doing the work.
 - Describe how you would ensure that the new process was effectively integrated into the users' work practices.

All materials should be submitted no later than May 8, 2009, to:

Human Resources, 09-WAW-12
U. S. District Court
700 Stewart Street
Seattle, WA 98101

or via e-mail (Word, WordPerfect, or Acrobat .pdf format) to:

seattle_personnel@wawd.uscourts.gov

ADDITIONAL INFORMATION:

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 and relocation expenses will not be reimbursed.

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.

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.

BENEFITS:

Employees of the United States District Court are not covered by the Office of Personnel Management's civil service classification system or regulations and are considered "at will" employees. Judiciary employees are, however, entitled to the same benefits as other Federal employees. These include:

- 13 days paid vacation for the first three years of employment. Thereafter, 20 to 26 days per year dependent upon length of federal service;
- 13 days of paid sick leave per year;
- 10 paid holidays per year;
- Public transit subsidies available (subject to availability of funds);

- Subsidized medical coverage with pre-tax employee premiums (pre-existing conditions for self & family covered);
- Group life insurance and long term care options;
- Flexible Benefits Program (pre-tax flexible spending for health care, dependent care and commuter/parking costs);
- Participation in the Thrift Savings Plan (similar to a 401K plan, with employer matching);
- Participation in the Federal Employees Retirement System;
- Eligible for Long Term Disability Plan Group Rate;
- Creditable service time in other federal agencies, or the military, will be added to the judiciary employment when computing employee benefits.

The United States District Court is an Equal Opportunity Employer and values diversity in the workplace