



UNITED STATES DISTRICT COURT
WESTERN DISTRICT OF WASHINGTON

CM/ECF TRAINER AND OPERATIONS ANALYST

ANNOUNCEMENT NUMBER 22-WAW-20

ANNOUNCEMENT DATE April 1, 2024

CLOSING DATE Open until filled; preference given to resumes received by April 22, 2024

We are currently accepting applications for a CM/ECF Trainer and Operations Analyst (CM/ECF is the Court's Case Management/Electronic Case Filing application). This position is in the Clerk's office at the federal courthouse in either Seattle or Tacoma, with an initial six-month training period primarily based in Seattle. Some travel between the Seattle and Tacoma Clerk's offices may be required. This position requires some in-office coverage in the Courthouse; however, the Court has a flexible telework policy which allows for routine telework. The CM/ECF Trainer and Operations Analyst is part of a self-directed team and gets to work closely with other teams, chambers, IT, and management. View our [careers page](#) to learn more about working for the court.

As a CM/ECF Trainer and Operations Analyst, you will handle development, coordination, and delivery of training for CM/ECF. You'll also be deeply involved in the court's data quality program, analyzing data entered in CM/ECF and the court's data quality application to identify filing trends and propose solutions, whether training related or technical. In addition, you will provide knowledge and assistance in developing and maintaining court procedures and play an integral role in identifying operational inefficiencies and driving process improvement initiatives.

To be successful in this role, you should be genuinely interested in understanding the needs and challenges of internal and external users filing electronically in this court and have a passion for analyzing data to create effective training materials. You should also be comfortable presenting technical information to a non-technical audience. To be effective in our team-based environment, you need to be self-motivated with excellent organizational and time-management skills.

REPRESENTATIVE DUTIES

- Identify, analyze, and evaluate training needs of CM/ECF users through analysis of data quality information, interaction with court staff and attorneys, pro se filers, and other external CM/ECF users, and facilitation of data quality meetings.
- Develop, coordinate, and deliver CM/ECF trainings for internal and external users, including the bar and the legal community. Research training topics and create and maintain training materials in various formats.
- Evaluate new CM/ECF releases and patches to assess impact on existing operations processes and procedures. Document and communicate modifications in functionality to internal and external users.
- Identify data integrity or workflow irregularities and work with staff to identify and address the root causes.
- Provide technical support through a variety of channels, including the CM/ECF Help Desk.
- As part of a self-managed team, participates in the hiring, training and orientating new staff/team members. Assist with training current staff on new procedures as needed.

<p>QUALIFICATIONS</p>	<ul style="list-style-type: none"> • High school diploma or equivalent. • Comfortable using web-based applications. • Project management skills. • Experience with maintaining procedure documentation. • Ability to effectively convey information to diverse audiences. • Ability and desire to function in a self-directed team-based environment.
<p>PREFERRED QUALIFICATIONS</p>	<ul style="list-style-type: none"> • Experience with CM/ECF or other electronic filing systems. • Knowledge of federal and local rules, legal documents/terminology, and case processing. • Skill in writing and publishing documentation that is accurate, easy to understand, and consistent in both content and appearance. • Troubleshooting skills. • Working knowledge of Microsoft Excel, SharePoint, and SQL. • Experience with process mapping and knowledge of continuous process improvement methods.
<p>SALARY RANGE</p>	<p>Court Personnel System Classification Level: CL 26, Step 1 – 61, \$59,158 - \$96,124 CL 27, Step 1 – 61, \$64,980 - \$105,636</p> <p>Depending on experience and qualifications; additional promotional potential without further recruitment.</p>
<p>BENEFITS</p>	<p>The District Court offers a generous benefit package, competitive salary, and a dedication to work/life balance including flexible schedules, ORCA transit passes, and telework opportunities. Judiciary employees participate in the Federal Employees Retirement System, Thrift Savings Plan (similar to a 401K), health and life insurance benefits, long term care options, annual sick leave accrual, and eleven paid holidays per year. Judiciary employees are eligible for student loan forgiveness for qualifying Federal student loans. 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 www.uscourts.gov.</p>
<p>APPLICATION INSTRUCTIONS</p>	<p>Qualified applicants must submit the following:</p> <ul style="list-style-type: none"> • Cover Letter • Resume • Completed AO78 Form Application for Federal Employment - <i>* For this vacancy announcement (24-WAW-20), you do not need to complete the optional background information – questions 18, 19, and 20.</i> <p>Attachments must be submitted as Microsoft Word (DOC) or Adobe Acrobat (PDF) files. Other formats are not acceptable. Applications will only be considered complete when the required attachments, with the required information in the appropriate format, are received by Human Resources. Incomplete applications and/or attachments received after the closing date may not be considered in the recruitment process. Application materials can be submitted via e-mail to:</p> <p>seattle_personnel@wawd.uscourts.gov</p> <p>Or to: Human Resources (#24-WAW-20) U. S. District Court 700 Stewart Street, Suite 2218 Seattle, WA 98101</p>

INFORMATION FOR APPLICANTS

Only qualified applicants will be considered for this position. Applicants must be United States citizens or eligible to work in the United States. Employees of the United States District Court are considered "at will" employees. Applicants selected for interviews must travel (for in-person interviews) or connect via Zoom (for remote interviews) at their own expense.

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 United States District Court for the Western District of Washington is an Equal Opportunity Employer. We encourage applications from all qualified individuals and seek a diverse pool of applicants in terms of race, ethnicity, national origin, sex, gender identity and expression, sexual orientation, age, languages spoken, veteran's status, disability, religion, and socio-economic circumstance.

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. If a position becomes vacant in a similar classification, within a reasonable time from the original announcement, the Clerk's Office may select a candidate from the applicants who responded to the original announcement without posting the job announcement again. 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.