



UNITED STATES DISTRICT COURT NORTHERN DISTRICT OF CALIFORNIA

DATE: May 7, 2012
POSITION TITLE: CM/ECF Data Quality Specialist/Trainer
LOCATION: San Francisco, California
CLASS LEVEL: CL-28
SALARY: \$65,145 - \$105,933 / Depending upon Experience and Qualifications
CLOSING DATE: **Priority cutoff May 18, 2012**, but open until filled

THE UNITED STATES COURT IS AN EQUAL OPPORTUNITY EMPLOYER AND ENCOURAGES QUALIFIED MINORITY APPLICANTS TO APPLY

The Northern District of California covers 15 counties along California's northern coast, from San Benito in the south to Del Norte County in the north, with courthouses in San Francisco, Oakland, San Jose and Eureka. The Clerk's Office serves 18 active and senior district judges and 11 full-time magistrate judges. The Clerk's Office consists of approximately 130 employees.

This position is located in the San Francisco Clerk's Office and serves Clerk's Office staff, judges, chambers staff and court customers. The incumbent reports to the Chief Deputy of Operations and will work extensively with the Operations Management Team. As the CM/ECF Trainer, the incumbent is responsible for assessing needs and providing educational training, knowledge, and technical expertise on the Case Management/Electronic Case Filing System (CM/ECF). As the Data Quality Specialist/Trainer, the incumbent is responsible for analyzing case processing and docketing data to assess quality, monitoring the quality of electronic data entry, the continued development and refinement of the court's data quality control program, and standardizing and documenting processes and procedures.

DUTIES AND RESPONSIBILITIES:

- ✓ Provides and coordinates district-wide CM/ECF training for court employees and customers. Uses new technology to develop alternative training methods and alternatives to in-person and classroom training. Travels regularly within the district to conduct CM/ECF training sessions.
- ✓ Assesses needs, and designs, develops and delivers user training for CM/ECF. Develops and maintains both general and job-specific training policies, curriculum and materials related to CM/ECF. Collaborates with Clerk's Office managers and staff, judges and chambers staff to identify training needs and develop training solutions to facilitate accurate and case processing and efficient case management. Schedules and publicizes training, plans for logistical and technical support, maintains training records and generates reports. Evaluates the effectiveness of CM/ECF training for impact on court operations.
- ✓ Conducts workflow and case flow studies; carefully documents key processes, policies and procedures; organizes, maintains and disseminates that documentation. Works to standardize CM/ECF, case processing/management, and quality control processes and procedures to

improve accuracy and efficiency of day-to-day operations. Continually analyzes, enhances and refines these processes and procedures in order to streamline court operations.

- ✓ Designs, develops and updates written procedures, manuals and guides regarding CM/ECF, case processing/docketing, case management and data quality control. Works closely with subject matter experts, locally and nationally, to document processes, create end user documentation, web content (Intranet and Internet), policy and procedures manuals, training manuals, and presentation content.
- ✓ Ensure all applicable documents, guides, manuals, and forms are posted to the appropriate websites and are kept up-to-date.
- ✓ Collects, compiles, analyzes and evaluates data and information regarding case processing/docketing and quality control activities in order to identify opportunities for process improvement and leveraging technology. Maintains quality assurance reports and user error logs; identifies error trends and makes recommendations for process improvement and/or training to alleviate recurring errors.
- ✓ Works with the Operations Department Management Team and IT Unit to plan, design, implement and document appropriate changes in policies, procedures and organizational structure to implement more efficient and effective means of accomplishing operational goals and objectives.
- ✓ Monitors and updates the CM/ECF event dictionary; analyzes the impact of changes to the event dictionary; makes recommendations for addressing requests for new events; assists with testing of new CM/ECF releases; prepares documentation and delivers training regarding the same; makes necessary updates to policies, procedures, and manuals.
- ✓ Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

The successful applicant must have at least three years of specialized experience, including at least one year equivalent to work at the CL-27 level. For placement at salary levels above minimum up to and including step 25, (considering court-preferred skills and an evaluation of quality of experience), the successful applicant must have at least two years specialized experience equivalent to work at CL-27. **Specialized Experience** is progressively responsible experience related to the technical aspects of electronic case management and processing systems; data quality analysis and administration; training staff in the use and application of electronic data processing systems; and workflow documentation, procedural standardization and/or process improvement.

PREFERRED QUALIFICATIONS:

Preference will be given to applicants who have:

- A bachelor's degree
- Excellent oral and written communication skills
- Experience in federal court case management and processing operations

- Extensive experience with docketing and running reports using CM/ECF
- Experience developing and delivering training, and drafting procedures and users' manuals
- Experience using data and quality control analysis to improve processes and procedures
- Experience documenting work flow and standardizing processes and procedures
- Experience that reflects the applicant's ability to work effectively both as part of a team and independently, and skill in dealing with others in person-to-person work relationships
- Experience with current versions of Adobe Acrobat, Excel, Lotus Notes, Microsoft Word, Word Perfect and Windows
- Work experience that demonstrates the applicant's ability to successfully manage multiple competing priorities and projects
- Proven analytical reasoning skills including the ability to interpret data, prepare statistical analysis, and apply procedural rules

PLEASE SUBMIT YOUR RESUME AND COVER LETTER/EMAIL TO:

United States District Court
Northern District of California
Attn: Human Resources (FY12-10)
450 Golden Gate Avenue
San Francisco, CA 94102
Or email to: hr@cand.uscourts.gov

INFORMATION FOR APPLICANTS:

The successful candidate for this position is subject to a FBI fingerprint check and background investigation-employment will be provisional and contingent upon the satisfactory completion of the required background investigation, will be required to adhere to a code of conduct (which is available upon request), and is subject to mandatory direct deposit of federal wages. The court is not authorized to reimburse travel expenses for interviews or relocations.

Interviewing Non-Citizens and Making Offers of Future Employment:

Non-citizens may be interviewed and considered for employment, but employment offers will only be made to individuals who qualify under one of the exceptions in 8 U.S.C. § 1324b(a)(3)(B). In most cases, this means that an offer of employment cannot be made unless the candidate is a lawful permanent resident who is seeking U.S. citizenship as explained below.

Under 8 U.S.C. §1324b (a)(3)(B), a lawful permanent resident seeking citizenship may not apply for citizenship until he or she has been a permanent resident for at least five years (three years if seeking naturalization as a spouse of a citizen), at which point he or she must apply for citizenship within six months of becoming eligible, and must complete the process within two years of applying (unless there is a delay caused by the processors of the application).

Where appropriate and necessary, the court provides reasonable accommodation to applicants with disabilities. If you need reasonable accommodation for any part of the application or hiring process, please notify the Human Resources Unit of the Clerk's Office at 415-522-2147. Determinations on requests for reasonable accommodation will be made on a case-by-case basis.