



U.S. COURT OF APPEALS FOR THE NINTH CIRCUIT

VACANCY ANNOUNCEMENT

POSITION:	Data Quality Analyst
LOCATION:	San Francisco, CA
SALARY/CLASSIFICATION LEVEL:	\$37,105 (CL 23/1)
TERM:	1 year <i>Renewable depending on budget and performance</i>
CLOSING DATE:	Open until filled <i>Applications received by June 6, 2014 will receive priority consideration</i>

ABOUT THE COURT

The Ninth Circuit Court of Appeals is one of 12 regional federal courts. Circuit courts hear appeals from the district courts located within their circuit, as well as petitions from decisions of federal administrative agencies. Headquartered in San Francisco with courthouses in Pasadena, Seattle and Portland, the Court serves nine western states, Guam, and the Northern Mariana Islands. For more information about the federal court system, please visit: <http://www.uscourts.gov/> For more information about the Ninth Circuit Court of Appeals, please visit: <http://www.ca9.uscourts.gov> The San Francisco courthouse is conveniently located one block from the Civic Center BART/Muni station.

POSITION DESCRIPTION & REPRESENTATIVE DUTIES

This position provides quality control and support for a web-based case filing and case management system (CM/ECF). The users of our system include both external users (typically attorneys and their staff who file cases electronically with the Court) and internal users (court staff who track and process cases as part of their job). The position requires a mix of customer service and technical skills, as well as the ability to understand and work with rules and guidelines.

- Respond to incoming email and phone requests in a courteous, clear, and professional manner.
- Prioritize requests; escalate when necessary.
- Perform edits and data fixes to correct mistakes.
- Replicate, diagnose, troubleshoot and resolve problems.
- Identify and learn appropriate software and hardware used and supported by the organization.
- Test changes and upgrades in CM/ECF.
- Recommend changes to procedures to reduce repeat support issues.
- Assist in the maintenance of frequently asked questions lists.
- Perform other quality control, automation, or CM/ECF-related duties as assigned.

QUALIFICATIONS

- High school graduation or equivalent plus two years of general work experience; college degree strongly preferred, and may be substituted for general work experience.
- Superior customer service orientation; proven track record of treating users with patience and respect.
- Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills.
- Exceptional written and oral communication skills: Ability to clearly and patiently explain technical issues to non-technical users, as well as accurately document problems and fixes.
- Demonstrated talent and passion for problem solving.
- Ability to conduct research into a wide range of computing issues as required.
- Experience with Windows operating system and Mac OS.
- Flexibility, strong organizational skills, and attention to detail.
- A writing test will be administered.
- Internal applicants: Recommendation from your current supervisor.

BENEFITS

- Vacation time accrues at a rate of 13 days per year the first three years; increases with tenure.
- Sick days accrue up to 13 days per year; 10 federal holidays.
- Choice of a variety of employer-subsidized federal health and life insurance plans. Dental and vision coverage available. Flexible spending account program.
- Optional disability and long-term care insurance.
- Participation in both the Federal Employees Retirement System and the Thrift Savings Plan (similar to a 401k, with employer matching).
- Mass transit subsidy (budget dependent).
- On-site gym and café.

CONDITIONS OF EMPLOYMENT

Must be a U.S. citizen or a permanent resident seeking citizenship. Excepted service appointments are “at will” and can be terminated with or without cause by the Court. Employees will be hired provisionally pending the results of a background investigation and fingerprinting, and are subject to a one-year probationary period. Employees are subject to the *Judicial Code of Conduct*. Direct deposit of pay required. The U.S. Court of Appeals for the Ninth Circuit is an Equal Opportunity Employer.

TO APPLY

Please submit a cover letter and resume which clearly demonstrate how you meet the qualifications for this position, along with 3 references to: HD@ca9.uscourts.gov

To ensure consideration, please submit these materials by **June 6, 2014**. Only candidates selected for an interview will be notified. Unsuccessful candidates will not receive notice.