



UNITED STATES DISTRICT COURT NORTHERN DISTRICT OF CALIFORNIA

DATE: December 21, 2015
POSITION TITLE: Data Quality Analyst /Trainer
LOCATION: San Francisco, California
CLASS/LEVEL: CL-27 (\$55,447 - \$90,153*) to CL-28 (\$66,459 - \$108,058*)
*Salary placement based on qualifications & experience
CLOSING DATE: **Priority cutoff - January 4, 2016, 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 23 active and senior district judges and 12 full-time magistrate judges. The Clerk's Office consists of approximately 140 employees.

POSITION OVERVIEW: The Data Quality Analyst/Trainer serves as a liaison between the Operations Department and IT Unit in developing and enhancing Clerk's Office business processes in the courts case management and electronic case filing system (CM/ECF); develops and analyzes reports to improve data quality; conducts statistical analysis; participates in developing quality control and assurance standards and reports; and provides project management and training in support for these goals.

REPRESENTATIVE DUTIES:

- ✓ Design and implement robust quality control audit procedures for the court's electronic filing software program. Case management/Electronic Case Filing (CM/ECF). Compile, analyze and evaluate the quality of the data in the system. Manage data quality documentation. Present and explain finding to various stakeholders. Make recommendations for enhancements to the system to improve the accuracy of data. Provide data quality training. Document the return on investment of data quality activities. Resolve data quality problems on ongoing basis.
- ✓ Facilitate business improvement initiatives. Collect information by communicating with and observing stakeholders in operations processes used in managing cases. Document current processes where necessary. Analyze and evaluate the procedures and tool (e.g.; automated systems, forms, local rules) that are used by operations staff. Looking at work procedures holistically to understand the impact of any changes, recommend process changes to improve overall quality and efficiency of service, write specifications for proposed changes, implement improvement initiatives approved by senior manager, collect feedback and measure effectiveness of new or revised processes.
- ✓ Develop reports and prepare charts and reports that visually display the quality and quantity of data and workload. Respond to requests for information and clarification from department representatives regarding operational and statistical data.
- ✓ Monitor and update the CM/ECF event dictionary; analyze the impact of changes to the dictionary; make recommendations for creating events or eliminating existing ones.

- ✓ Assist with ECF maintenance to review and eliminate duplicate parties, attorneys.
- ✓ As case management software is updated, assist with testing of new releases. Collaborate with the other members of the Management Team and IT Unit to coordinate testing. Update policies, procedures and manuals.
- ✓ Identify operational training needs on an ongoing basis through supervisory and employee input and organizational goals and objectives. Design and develop training initiatives and training policies and procedures for the operations division, in coordination with Chief Deputy, Operations Managers and the District Training Specialist. Coordinate efforts with the Administrative Office of the U.S. Courts, the Federal Judicial Center, and other outside training entities to determine appropriate educational programs, services, and resources.
- ✓ Design, develop, and maintain library of training/procedural manuals and materials, publications, and videos.
- ✓ Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

The successful applicant must have at least two years of specialized experience with one year equivalent at the CL 26 level to qualify for a CL 27 **or** three years of specialized experience, including at least one year equivalent at the CL 27 level to qualify for a CL 28. **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 VIA EMAIL TO:

United States District Court, Northern District of California

Attn: Human Resources (FY16-3)

Email: 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.

We will only make contact with those qualified applicants who will be invited for an interview.