

# UNITED STATES COURT OF APPEALS FOR THE FEDERAL CIRCUIT



## POSITION VACANCY ANNOUNCEMENT

<b><u>Vacancy #:</u></b>	CAFC 24-13
<b><u>Posting Dates:</u></b>	Open Until Filled. First consideration given to applications received by November 15, 2024.
<b><u>Position Title:</u></b>	<b>Operations Quality Analyst (Operations Analyst)</b>
<b><u>Grade/Salary:</u></b>	CL 26 - \$60,266 - \$97,925 (GS 10 equivalent) CL 27 - \$66,197 - \$107,614 (GS 11 equivalent) Salary determined by qualifications and experience as outlined below under "Required Qualifications." Promotion up to the CL 28 (GS 12 equivalent) may occur without further posting or competition.
<b><u>Position Location:</u></b>	U.S. Court of Appeals for the Federal Circuit 717 Madison Place, NW, Washington, DC 20439

### **About the Court**

The United States Court of Appeals for the Federal Circuit (CAFC) is unique among the thirteen Circuit Courts of Appeal. It has nationwide jurisdiction in a variety of subject areas, including international trade, government contracts, patents, trademarks, certain money claims against the United States government, federal personnel, veterans' benefits, and public safety officers' benefits claims. For additional information about our court please [click here](#).

### **Position Overview**

The Clerk's Office of the U.S. Court of Appeals for the Federal Circuit is seeking candidates for a full-time Operations Quality Analyst (Operations Analyst). Through innovative and results-oriented practices, the Clerk's Office delivers quality service to the court, judges, and our public stakeholders in its dual mission to facilitate the progression of cases before the court and to maintain the court's records. The Clerk's Office team seeks candidates who value open communication, team accountability, transparency, public stewardship and service, commitment to quality and to excellence in the administration of justice. The Clerk's Office has been recognized nationally for the quality and innovation of its operations and is currently validated at the ASQ/ANSI G1:2021 Silver Level.

The Operations Quality Analyst (Operations Analyst) provides a wide range of quality systems, administrative, database management, operational, and training duties. This position supports both the case management and court services teams and reports to the Quality Management Supervisor.

Responsibilities of the Operations Quality Analyst (Operations Analyst) include, but are not limited to:

- **Information Management and Documentation:** Design, develop, document, deploy, maintain, and support technology-based solutions to modernize and integrate the processes and systems for file and

data management, work distribution, quality assurance, and statistical reporting. Participate in developing, writing, and revising of policies, processes, procedures, guides, manuals, forms, reports, and other documents in support of court operations. Ensure all applicable electronic and paper documents, guides, manuals, and forms are kept up to date.

- **System Integration:** Research, evaluate, and recommend integration solutions, equipment, and technologies based on Clerk's Office needs and to enhance operations, while integrating operations with more macro level court-wide initiatives. Work with staff to identify Clerk's Office system user requirements and gather and analyze data to determine system requirements. Develop, facilitate, and lead work and project teams and plans for systems integration tasks. Collaborate with court technical staff and contractors on developing, enhancing, evaluating, testing, and implementing automated solutions for quality systems within the Clerk's Office, including gathering and presenting operational requirements. Develop and perform system testing, validation, and documentation provided by other staff. Support end user troubleshooting, maintenance, and training on resulting quality systems.
- **Systems Training:** Develop, recommend, and facilitate presentations and training programs on quality assurance concepts and tools, quality systems, and Clerk's Office applications. Identify office quality systems training needs and requirements and assess the effectiveness of training.
- **Operations Training Support:** Collaborate with management and subject matter experts to develop and deliver office-wide operations training program in support of court operations, including coordinating, delivering, and evaluating internal and external training programs using traditional and current eLearning methods and software; evaluating and monitoring the effectiveness of operations training; evaluating training programs to ensure they are relevant to operational needs; and identifying, advising and recommending position-specific trainings needs to the management team.
- **Deputy Clerk Responsibilities:** Communicate and respond to judges, chambers staff, and management requests regarding court operations. Answer procedural questions for judges, staff, and the public. Communicate clearly and effectively, both orally and in writing, to explain complex operational matters and concepts to individuals and groups with varying experience and backgrounds. Interact effectively with the public and staff, providing good customer and quality service and resolving difficulties efficiently while complying with regulations, rules, and procedures. Develop, implement, and maintain written procedures for assigned functions. Support office financial processes and court sessions, as needed. Comply with the *Guide to Judiciary Policy*, applicable Administrative Office policies and procedures, internal controls guidelines, and all local policies and procedures. Abide by the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Demonstrate sound ethics and good judgment at all times. Display a careful and deliberate approach in handling confidential information in a variety of contexts.

## **Required Qualifications**

### **Education**

Candidates must possess a bachelor's degree from an accredited college or university.

### **Specialized Experience**

- **CL 26 (\$60,266 - \$97,925):** Candidates must possess a minimum of one (1) year of specialized experience which is defined as progressively responsible technical experience directly related to the duties and responsibilities of the position. Specialized experience provides thorough knowledge of the rules, regulations, practices, and principles required to successfully perform the duties of this position

and involves the routine use of specialized terminology and automated software and equipment for information and database management, systems analysis and integration, and the development and implementation of training. At least one year of experience must be equivalent to the CL-25 (GS 9) or higher.

- **CL 27 (\$66,197 - \$107,614):** Candidates must possess a minimum of two (2) years of specialized experienced which is defined as progressively responsible technical experience directly related to the duties and responsibilities of the position. Examples may include experience designing, implementing, and maintaining operational systems; administering system improvement initiatives; quality control management; and training, and/or system integration, evaluation, and analysis. At least one year of experience must be equivalent to the CL-26 (GS 10) or higher.

#### Required Competencies

- Innovative and creative problem-solving skills and the ability to effectively work with staff to define and develop solutions to business problems.
- Exceptional ability to communicate technical concepts to non-technical staff.
- Ability to work independently in a team environment as well as the ability to manage multiple priorities within strict deadlines in a fast-paced environment.

#### Preferred Qualifications

- Experience working in the federal judiciary and using the federal judiciary's CM/ECF electronic case management system.
- Knowledge of and experience with SharePoint Online, Microsoft Power Platform, and Microsoft Office 365.
- Knowledge of and experience with applied statistical analysis methods.
- Knowledge of and experience with developing and delivering operational or technical training to frontline staff.
- Knowledge of and experience with quality management practices, such as Lean Six Sigma.
- Knowledge of and experience with project management.
- Knowledge of and experience with quality standards; systems integration; and/or system process review, mapping, and design.

#### Application Process and Information

To be considered, application packages must include:

1. Cover letter of no more than two pages describing the required knowledge, skills, abilities, and or experience (described above) that would make the applicant well qualified to fill this position.
2. Resume of no more than two pages outlining educational background, employment history, and other relevant information.
3. Academic transcripts.
4. Completion of online AO-78, Federal Judicial Branch Application for Employment.
5. Completion of the online aptitude test and personality assessment.

Once you have the cover letter, résumé, and academic transcripts (items 1 - 3 above) readily accessible in PDF format, follow the link below to submit your files and complete the online AO-78 and online tests (items 4 and 5 above): <https://www.ondemandassessment.com/link/index/JB-12CTMEL7Z?u=1142493>

Applicants who require an exception to the online application may contact Human Resources to request an alternate method using the following email: [hr@cafc.uscourts.gov](mailto:hr@cafc.uscourts.gov). Applications submitted to this email address will not be reviewed.

### **Benefits Information**

A generous benefits package is available to full-time permanent court employees including:

- Paid vacation and sick leave, paid parental leave, and 11 paid federal holidays per year.
- Optional participation in Federal Employees Health Benefits plans (health, dental and vision); Federal Employees Group Life Insurance; Flexible Benefits Program; Long-Term Care Insurance; Health Care Reimbursement (HCRA) and Dependent Care Reimbursement (HCRA).
- Public transportation subsidy, on-site fitness center, Employee Assistance Program (EAP).
- Participation in the Federal Employees Retirement System (FERS). Optional participation in Thrift Savings Plan (up to 5% employer matched contributions).
- Public Service Loan Forgiveness program pursuant to the term of the ([PSLF](#)) program.
- For more benefit information visit the [Judiciary's Benefits Page](#).

### **Additional Information**

Only those applicants selected for an interview will be contacted and must travel at their own expense if an on-site interview is necessary. The court reserves the right to modify the conditions of this announcement, commence interviews immediately, withdraw the announcement, or fill the position at any time, any of which actions may occur without notice.

This position is on-site in Washington, DC with telework opportunities per the Court's guidelines. This is an Excepted Appointment and At Will position. Federal government civil service classifications or regulations do not apply. As a condition of employment, applicants must successfully complete an FBI fingerprint and background check. This position is subject to EFT (direct deposit of earnings).

Must be a U. S. citizen or eligible to work in the United States. 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). 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). Non-citizens who have not been permanent residents for five years will be required to execute an affidavit that they intend to apply for citizenship when they become eligible to do so.

The U.S. Court of Appeals for the Federal Circuit is an Equal Opportunity Employer.