

**UNITED STATES DISTRICT COURT  
DISTRICT OF MASSACHUSETTS**

**NOTICE OF VACANCY**



**POSITION TITLE:** Operations Analyst

**POSITION TYPE:** Full-time Regular (FTR), Excepted Service

**ANNOUNCEMENT #:** #16-06

**LOCATION:** Boston, Massachusetts

**CLASSIFICATION LEVEL:** CL 26-27 (Salary \$47,229 - \$84,332 per year)\*

\* Starting salary usually in the low to middle portion of the range provided above, depending upon qualifications and experience. Promotion to higher level is dependent on the needs of the office, assigned work duties and individual performance.

**OPENS:** June 17, 2016      **CLOSES:** Open Until Filled

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The U.S. District Court Clerk's Office currently is accepting applications for a full-time Operations Analyst. The incumbent in this position will be responsible for ensuring the integrity and efficiency of the Case Management/Electronic Case Filing System (CM/ECF) and for enhancing the accuracy and productivity of CM/ECF users within the court. The position is located in the Clerk's Office in Boston and reports to the Chief Deputy Clerk.

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**POSITION SUMMARY:**

The Operations Analyst will provide operational support through the testing of CM/ECF releases and events; troubleshooting and problem solving; analyzing data; and providing reports and recommendations to management on issues regarding operations and CM/ECF. At the higher level, the incumbent will be expected to work independently to identify problems, propose viable options to address those problems, and oversee implementation of agreed upon solutions. The incumbent will also be focused on report-writing using Crystal reports, or other similar report-writing programs.

### **Representative Duties:**

- Continually researches and analyzes case or other data extracted from the CM/ECF database to confirm that the appropriate statistical data has been submitted. Assesses the quality of information entered into databases, recommending changes to processes and procedures for improvement.
- Completes data edits and takes corrective action to ensure accuracy of statistical data. Regularly advises managers regarding trends in input errors and provides effective assistance regarding corrective action. Develops and reviews procedures for data entry.
- Tests new releases of CM/ECF and new events. Troubleshoots CM/ECF issues.
- Serves as a liaison between quality assurance staff, automation staff and operations staff on statistical issues relating to case management, operations and CM/ECF.
- Monitors accuracy of statistical data in CM/ECF and develops reports with support from the automation staff.
- Analyzes CM/ECF processes and recommends changes to improve efficiency.
- Reviews and processes requests to reopen cases and ensures statistical information is properly updated.
- Prepares, reconciles and compiles comprehensive rolling monthly statistical reports for distribution to judges.
- Prepares periodic reports on quality, quantity, and timeliness of docket entries for comparison to goals.
- Analyzes discrepancies in statistical data and recommends possible solutions for improvement.
- Assists with the development and implementation of policies, procedures and forms for CM/ECF as they relate to statistics.
- Monitors, maintains and analyzes weekly and monthly non-CM/ECF reports and logs from operational staff including digital logs, magistrate judge civil draw/consent case logs. Prepares and distributes statistical information and other management information reports.
- Verifies, reconciles and analyzes statistical reports including, but not limited to JS2, JS3, JS5, JS6, JS10 (Monthly Trials Report), JS43 (MJSTAR) and CJRA. Reconciles AO Reports to local CM/ECF data. Communicates with AO to resolve any discrepancies.
- Verifies critical elements of case openings, closings, speedy trial entries and statistics.
- Develops and revises procedures for data entry. Researches and proposes solutions to various statistical reporting issues.
- Helps identify Operations and Quality Assurance training issues.
- Assists management on special projects related to court operations.
- Performs other duties as required or assigned.

### **Minimum Qualifications/Requirements:**

- High school diploma;
- Progressively responsible experience that demonstrates the applicant's ability to analyze problems and assess the practical implications of alternative solutions. (Note: To qualify for the CL-26 level, you must have one year specialized experience equivalent to work at the CL-25 level. To qualify for the CL-27 level, you must have two years specialized experience, including at least one year equivalent to work at the CL-26 level. Specialized experience includes progressively responsible experience in one or more functional areas related to the duties of the operations analyst).
- Proficient in Microsoft Excel and other various software programs, including all Microsoft Office products, and have some experience with, or be willing to learn and become expert in a report writing software, such

as Crystal Reports.

- A good working knowledge and understanding of the policies and procedures of the federal district court, including case management and electronic case filing requirements.
- Ability to communicate effectively (orally and in writing) to provide information and guidance.
- Ability to maintain confidentiality and consistently demonstrate sound ethics and good judgment;
- Commitment to public service;
- Applicants must be U.S. citizens or meet the exceptions to the statutory restrictions on hiring non-citizens to work in the federal government in the continental United States.

### **Preferred Qualifications:**

Bachelor's Degree

### **FBI Background Investigation:**

Applicants considered for this position will undergo a Federal Bureau of Investigation (FBI) background investigation defined as a technical fingerprint search of the criminal history records of the FBI national fingerprint database to determine if there is an arrest record on the individual.

### **Benefits:**

A generous benefits package is available and includes the following:

- Ten (10) paid federal holidays
- Paid annual and sick leave
- Retirement benefits under the Federal Employees Retirement System (FERS)
- Health benefits under the Federal Employees' Health Benefits Program (FEHB)
- Dental and Vision insurance options under the Federal Employees Vision and Dental Insurance Program (FEDVIP)
- Flexible Benefits Program
- Life insurance benefits under the Federal Employees' Group Life Insurance Program (FEGLI)
- Long Term Care Insurance options through the Office of Personnel Management (OPM)
- Transit Subsidy Program

### **Hours:**

8:30 AM to 5:00 PM, Monday through Friday. Some extra hours, as needed. Flexible work schedule may be available following the successful completion of a six month probationary period.

### **How To Apply:**

Submit all of the following documents as a single pdf: (1) a cover letter, (2) a current resume, (3) a list of three professional references with current contact information, and (4) a completed AO-78, Application for Federal Judicial Branch employment (version dated 10/09) to:

**United States District Court**  
**Attn: Human Resources**  
**Vacancy #16-06**  
**John Joseph Moakley U.S. Courthouse**  
**1 Courthouse Way, Suite 2300**  
**Boston, MA 02210**

Applications also accepted by e-mail: [usdcmajobs@mad.uscourts.gov](mailto:usdcmajobs@mad.uscourts.gov)

Note: If you apply by e-mail, please make certain the code **HR Mail, Vacancy #16-06, Operations Analyst** appears in the subject line of your e-mail correspondence to [usdcmajobs@mad.uscourts.gov](mailto:usdcmajobs@mad.uscourts.gov).

The Application forms(AO-78, version dated 10/09) is available on our website in fillable format at [www.mad.uscourts.gov](http://www.mad.uscourts.gov). Please print or type all information. If your application does not provide all information requested, or if your applicant packet is not complete, you may lose consideration for this position.

### **Information For Applicants:**

Employees of the United States District Court are appointed in the excepted service, are considered “at-will” employees, and serve at the pleasure of the Court. All Court employees are required to adhere to a Code of Conduct, copies of which are available upon request. An applicant must be a United States Citizen or meet the exceptions to the statutory restrictions on hiring non-citizens to work in the federal government in the continental United States. The United States District Court is a part of the Judicial Branch of the United States government. Although comparable to the Executive Branch (civil service) in salary, leave accrual, health benefits, life insurance benefits, and retirement benefits, generally court employees are not subject to the many statutory and regulatory provisions that govern civil service employment.

The U. S. District Court reserves the right to modify the conditions of this job announcement or to withdraw the job announcement or to fill the position earlier than the closing date, if a closing date is shown, any of which actions may occur without any prior written notice. This job announcement may involve filling more than one position described herein. Applicants who do not submit all requested materials by the closing date of this announcement may lose consideration for the position.

The Federal Financial Management Reform Act requires direct deposit of federal wages. Completion of a six-month probationary period is required. Due to the expected high volume of applicants for this position, the U.S. District Court will only make contact with those qualified applicants who will be invited to interview.

**NO FAXES PLEASE**  
**EQUAL OPPORTUNITY EMPLOYEE**