

**UNITED STATES DISTRICT COURT
DISTRICT OF MASSACHUSETTS**

NOTICE OF VACANCY



POSITION TITLE: Technical Writer

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

ANNOUNCEMENT #: #24-02

LOCATION: Boston, Massachusetts or eligible hybrid/full-time telework

CLASSIFICATION LEVEL: CL-26 (Salary \$59,628 – \$96,977)*

*Salary range dependent upon location

OPENS: February 9, 2024

CLOSES: Open Until Filled
{Preference to those that apply by 3/1}

The U. S. District Court Clerk’s Office is accepting applications for a full-time Technical Writer. The incumbent will join a remote software development team supporting work for the U.S. District Court and the U.S. Bankruptcy Courts throughout the Judiciary.

Representative Duties:

- Develop, write, edit, and revise technical documentation supporting various custom designed and/or purchased applications, including systems developed locally or nationally.
- Ensure documents are of the highest quality in terms of purpose, content, format, effectiveness, and necessity.
- Develop, write, and revise policies, processes, procedures, guides, manuals, forms, and other documents in support of administrative, operational, and judicial areas of the court, and for use by judges, court staff, the bar, and the public.
- Work closely with subject matter experts, locally or nationally, to document processes, create end user documentation, web content (Intranet and Internet), technical 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.
- Write and present information clearly and persuasively. Provide guidance to senior management and other professionals on communicating sensitive or technical information.
- Develop and document various reports extracted from applications and systems. Maintain and catalog all documentation and reference materials.
- Identify and recommend training materials, documents, or documentation to be developed or updated.
- Review new releases of software programs, documenting any issues for follow-up by the programming staff, and for updating procedural documentation.

- Assist, as part of the application team, with the development and presentation of training materials during application implementation or upgrade.
- Make recommendations to enhance court websites to ensure ease of use for judges, court staff, the bar, and the public.
- Perform other duties as assigned.

Minimum Qualifications:

- A minimum of one year of specialized experience writing, reviewing, and updating manuals, guides and process documentation.
- Broad knowledge of the purpose and content of documents required and used within the court units.
- Exceptional ability to communicate (orally and in writing) to individuals and groups.
- Outstanding organization and multi-tasking skills.
- Proficiency in the use of computer programs, including Microsoft Office.
- Dependable and able to work independently and as part of a team. Strong work ethic and interest in working in the public sector.

Preferred Qualifications:

- Completion of a bachelor's degree in Communications, Computer Science, English, Legal Studies, Journalism or Informatics.

FBI Background Investigation:

As a condition of employment, the selected candidate must successfully complete a ten-year background investigation and, every five years thereafter, will be subject to an updated investigation similar to the initial one. The investigation includes an FBI fingerprint check, and retention in the position will depend upon a favorable suitability determination.

Benefits:

A generous benefits package is available and includes the following:

- Eleven (11) 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)
- Transit subsidy program

Hours:

Clerk's Office hours are 8:30 AM to 5:00 PM. Some extra hours, as needed. Flexible work schedule may be available depending on the needs of the office and successful completion of training.

How To Apply:

Applicants should apply through the court's online applicant tracking system. To view openings and to apply, visit our applicant tracking system at <https://forms.mad.uscourts.gov/recruitment/>

Applicants must submit the following:

1. A cover letter indicating why you are interested in being considered for this position and what best qualifies you.

2. A current resume.
3. A list of three professional references, preferably current and/or prior supervisors (include their current contact information).
4. A completed AO-78, Application for Federal Judicial Branch employment (submitted via applicant system).

Information For Applicants:

The District of Massachusetts is an equal opportunity employer that is committed to a diversified workforce. 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. 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. 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 OR EMAILED APPLICATIONS PLEASE