



## VACANCY ANNOUNCEMENT

United States Bankruptcy Court, District of Oregon

### VACANCY #2017-03

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| <b>POSITION:</b>     | CM/ECF Coordinator   | <b>POSITION AVAILABLE:</b>  | January 2018   |
| <b>TYPE:</b>         | Full-Time  | <b>POSTING DATE:</b>  | 11/16/2017   |
| <b>DUTY STATION:</b> | Portland, Oregon or Eugene, Oregon<br>This position is also eligible for full time telework in an area outside of the Eugene or Portland area.   | <b>CLOSING DATE:</b>  | Open until filled<br>Submit your application by 12/4/2017 to ensure consideration.<br>We will continue to review applications received after 12/4/2017 until the position is filled. |
| <b>SALARY RANGE:</b> | Eugene: CL-26 (\$43,840-\$71,247) or CL-27 (\$48,170- \$78,270)<br>Portland ( <i>includes locality pay</i> ): CL-26 (\$46,465-\$75,514) or CL-27 (\$51,054-\$82,956)<br>Pay is set based on work location, qualifications, and experience.<br>Incumbent may be promoted from CL-26 to CL-27 without further competition. | <b>Check the status of this position on the court's website at <a href="http://www.orb.uscourts.gov">www.orb.uscourts.gov</a></b> |  |

The United States Bankruptcy Court for the District of Oregon is seeking a highly motivated individual to join our professional team as an CM/ECF Coordinator. The position is available in either the Portland or Eugene office. This position is also eligible for full time telework in an area outside of the Eugene or Portland area.

### **POSITION OVERVIEW**

The CM/ECF Coordinator position is responsible for analyzing, clarifying requirements for, coordinating, testing, troubleshooting, and communicating about functional changes to the court's case management/electronic filing system (NextGen CM/ECF). In some cases, these changes are made by the incumbent; in other cases, they are contained in a national software release, created by a local IT developer, or developed and shared by other courts. The position does not require a software development background; formal and informal training is available for the more technical aspects of the position. The person reports to the chief deputy clerk, is a member of the court's management team, and provides input to improve court operations.

**Essential Job Functions:**

- Gather and clarify requirements from users for changes to NextGen CM/ECF to support and improve court operations. Prioritize, research and analyze solutions to satisfy those requirements. Perform testing on and validate solutions before they are put into production.
- Create, modify, and maintain a customized NextGen CM/ECF database dictionary and related tables.
- Create and update HTML forms generated within NextGen CM/ECF.
- Evaluate new functionality in NextGen CM/ECF. The new functionality may be contained in a NextGen CM/ECF release, created locally by an IT developer, or developed and shared by other courts. The new functionality may be integrated into NextGen CM/ECF or may be in a separate application that interacts with it.
- Perform testing in conjunction with new releases and programs to verify how new functionality works and that existing functionality is not affected by software changes. This position also creates and updates testing plans and coordinates testing by other court personnel.
- Act as a help desk resource to judges, chambers staff, clerk's office staff, and outside users (attorneys, trustees, creditors, and others) for NextGen CM/ECF issues. Analyze reported issues, provide procedural information, identify potential work-arounds, report issues to system administrators within and outside of the court, coordinate testing of provided fixes, and communicate to users about problems, maintenance, and downtime.
- Analyze and implement NextGen CM/ECF changes needed due to other events, for example national and local rules and forms changes, changes in judicial and nonjudicial staffing, rotation of judicial duties, appointment of new trustees, and caseload shifts.
- Provide communication and training, including job aids, written materials, and in-person training, on new NextGen CM/ECF features and procedures for court and external users.
- Serve as liaison between users and national/local NextGen CM/ECF software developers.
- Perform designated administrative functions and periodic processes in NextGen CM/ECF such as user account maintenance and transfer of cases between judges.
- Monitor national NextGen CM/ECF calls, websites, and communications for information regarding errors/issues, change requests and status of pending releases.
- Network with peers in other courts to exchange information on problems, solutions, and enhancements. Serve as a contact or mentor for peers in other courts who are in the process of implementing NextGen CM/ECF.
- Participate in court management team meetings and support court improvement initiatives.
- Manage or otherwise participate in court improvement projects as assigned.

**QUALIFICATIONS*****Education and Eligibility Requirements:***

- Minimum of a high school diploma or the equivalent.
- Must be a U.S. citizen or eligible to work in the United States.

***Position Requirements:***

Work history and experience that demonstrates the ability to meet the following requirements of the position:

- Skill in researching, analyzing and resolving user issues and enhancement requests.
- Skill in developing, modifying, and executing software test plans.
- Skill in performing complex work with minimal supervision.
- Ability to prioritize tasks, projects, and user requests, and meet deadlines and targeted goals.
- Ability to handle multiple priorities with professionalism, accuracy, organization, and attention to detail.
- Exceptional interpersonal skills and the ability to work collaboratively in a team environment.
- Ability to exercise initiative and make decisions within delegated authority.

- Ability to relay complex information and policies simply and effectively to individuals with varying levels of understanding. Skill in facilitating discussions with supervisors, executives, judges, and staff regarding system enhancements.
- Ability to communicate professionally, both orally and in writing. Skill in grammar, style and use of English language.
- Knowledge and skills in the use of computers and software applications, email, data entry, and report generation.
- Ability to interpret and apply existing and new governing policies and procedures to work duties and make recommendations to executive management for improvement and implementation.
- Maturity, good judgment, high ethical standards, and a positive work attitude.
- Ability to handle confidential and sensitive information appropriately.
- Ability to telework from home or alternate work location in the event the office is inaccessible due to inclement weather or other emergency.

***Preferred Work Experience:***

One or more of the following:

- Federal judiciary bankruptcy experience.
- Knowledge of bankruptcy rules and procedures.
- Experience with docketing and case management.
- Experience working with the CM/ECF dictionary, including a familiarity with how to create, modify and deactivate events and relief codes.
- In-depth knowledge of ECF database and interrelationship between user actions, events and accuracy of end product.

**APPLICATION PROCEDURES**

Email the following list of required application documents to [hr@orb.uscourts.gov](mailto:hr@orb.uscourts.gov) and reference Vacancy #2017-03 in the subject line.

**Documents must be submitted in a single PDF file in the following order:**

*(Important: Do not attach multiple documents and make sure your document is a single PDF file in the following order.)*

**1. Cover letter:**

- Reference job vacancy number **#2017-03**
- Include an email address in your contact information

**2. Chronological resume which includes:**

- education
- work history
- names and addresses of employers
- dates of employment
- work performed
- significant accomplishments

**3. Application for Judicial Branch Federal Employment (Form AO 78) available at:**

[www.uscourts.gov/forms/AO078.pdf](http://www.uscourts.gov/forms/AO078.pdf)

- All sections of the application must be completed. Description of Work sections must list pertinent information. Do not type “see resume”.
- After completing the form, please ensure the content you provided saved properly and the form is not blank when you submit with your application documents.

**GENERAL INFORMATION**

- Applicants must be a U.S. citizen or eligible to work in the United States.
- This is a sensitive position within the Judiciary. The successful candidate is hired provisionally, pending the results of an FBI fingerprint and criminal background check and favorable employment suitability determination.
- Employees must adhere to the Code of Conduct of Judicial Employees which is available at: <http://www.uscourts.gov/RulesAndPolicies/CodesOfConduct.aspx>
- Excepted service appointments are AT WILL and can be terminated with or without cause by the court.
- This position is subject to mandatory Electronic Funds Transfer participation for payment of net pay.
- The best qualified will be contacted for interviews. Candidates for interviews may travel at their own expense or be interviewed via telephone and/or videoconference.
- Candidates not contacted for an interview should check the status of the position on court’s website by clicking on the employment link.
- Resumes or enclosures will not be returned.
- This announcement is posted on the court’s internet web site at [www.orb.uscourts.gov](http://www.orb.uscourts.gov)

**BENEFITS**

The judiciary offers a number of exceptional benefits to its employees. As a judiciary employee, you may be eligible to participate in the following benefits programs. Information about federal judiciary employee benefits and compensation can be found on the United States Courts website career page: <http://www.uscourts.gov/Careers.aspx>

**Health Insurance**

**Long-Term Care Insurance**

**Flexible Spending Accounts**

**Dental and Vision Insurance**

**Life Insurance**

**Commuter Benefit Program**

**Paid Leave**

**Retirement Program\***

**Thrift Savings Plan** (retirement savings plan)

\*Employees appointed to a position on or after January 1, 2014 contribute 4.4% of their base pay each paycheck to the Basic Benefit Plan.

***The United States Bankruptcy Court for the District of Oregon is an Equal Opportunity Employer***

The Court reserves the right to modify the conditions of this job announcement, to withdraw the announcement, or to fill the position sooner than the closing date without prior notice. The U.S. Bankruptcy Court requires employees to adhere to a Code of Ethics and Conduct. This court provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and interviewing process, please notify the local human resources representative by sending an email to [hr@orb.uscourts.gov](mailto:hr@orb.uscourts.gov). The decision on granting reasonable accommodations will be made on a case by case basis.