

JUDICIAL COUNCIL OF CALIFORNIA

455 Golden Gate Avenue San Francisco, California 94102

415-865-4272 Telecommunications Device for the Deaf Web site: <http://www.courts.ca.gov/careers>

EMPLOYMENT OPPORTUNITY

JOB TITLE: Analyst

LOCATION: San Francisco or Sacramento

JOB OPENING #: 6201

OVERVIEW

The Judicial Council of California is accepting applications for the position of Analyst for the Center for Families, Children & the Courts (CFCC), User-Friendly Rules and Forms unit.

This position is a unique opportunity to improve the public's access to the courts and understanding of their court proceedings by developing user-friendly court forms. The Analyst is a key member of the team responsible for implementing legislation and policy by developing Judicial Council court forms, and for improving public access to the courts by establishing and managing a user-friendly forms research program. Responsibilities include developing protocols and obtaining policy level approvals; collecting relevant data to inform testing priorities; conducting usability testing; reporting findings and acting as a primary liaison to the Judicial Council forms management team as well as other internal and external stakeholders. This position also works with form authors (attorneys) and analysts to program interactive forms using Adobe Experience Manager (AEM) and implement the existing forms quality assurance and accessibility protocols.

The Judicial Council strives for work life balance and includes substantial vacation and holiday time. In addition, we offer an excellent benefits package including pension, medical, dental and vision coverage, flexible spending, \$130 per month reimbursement for qualifying commuting costs, and retirement savings plans. In San Francisco, the office is only a 7-minute walk from the Civic Center BART station in downtown San Francisco. In Sacramento, the office is located minutes from downtown, just north of Discovery Park.

The successful candidate will be expected to work in the Judicial Council's San Francisco or Sacramento office; hybrid work options for employees who live in areas surrounding these locations may be considered.

RESPONSIBILITIES

Develops protocols for user-friendly forms user research, including data collection, usability testing, and reporting. Provides project management for all phases of the work.

- Gathers input from stakeholders and updates draft protocols, and project documentation.
- Manages a complex schedule for obtaining policy level approvals, securing resources, and deliverable production to meet critical deadlines required to implement the user research program.

Gathers, analyzes, and presents data and uses court statistics to determine high priority forms for usability testing. Provides overall project management.

- Collaborates with courts, forms authors, committee staff, web property managers and others to plan and carry out data collection.
- Presents findings and recommendations to stakeholders and updates plans based on feedback.

Conducts usability testing on forms and form interfaces.

- Works with testing teams to draft test plans that address selected form functionality and commonly used interfaces based on user research.
- Manages testing projects, including resources, scheduling, and deliverables.
- Writes reports presenting testing results.

Develops accessible Judicial Council forms using Adobe Experience Manager (AEM) or other applications according to standards.

- Writes complex XML scripts and JavaScript based on business requirements to accomplish tasks more efficiently and to program advanced features.
- Tests forms according to guidelines.
- Prepares final forms for publication, including encryption and adding user interfaces for saving and printing.

Provides analytical support for related projects including the forms translation process, e-filing data standards, and content development.

MINIMUM QUALIFICATIONS

Bachelor's degree, and three (3) years of analytical experience in program analysis, development, implementation, research and/or evaluation. An additional four years of professional experience as noted above may substitute for the bachelor's degree. Or, additional directly related experience and/or education may be substituted on a year-for-year basis.

OR

Master's degree in a directly related field for the assigned discipline such as political science, public administration, statistics, mathematics, etc. that included qualitative and quantitative research.

OR

Two years as an Associate Analyst with the Judicial Council of California or two years of experience performing the duties of a class comparable in the level of responsibility to that of an Associate Analyst in a California Superior Court or California state-level government entity.

OTHER

Please note, if you are selected for hire, verification of employment eligibility or authorization to work in the United States will be required.

HOW TO APPLY

This position is **Open Until Filled** and requires the submission of our official application, a resume and a response to the supplemental questions. To ensure consideration of your application for the earliest round of interviews, please apply by **Friday, April 05, 2024**.

To complete an online application, go to job opening **#6201** at <https://www.courts.ca.gov/careers.htm>

The Judicial Council provides reasonable accommodation to applicants with disabilities who request such accommodation. Reasonable accommodation needs should be requested through Human Resources at (415) 865-4260. Telecommunications Device for the Deaf (415) 865-4272.

PAYMENT & BENEFITS

\$7,082 - \$10,623 month

(Starting salary will be \$7,082 per month)

Some highlights of our benefits package include:

- Health/Dental/Vision benefits program
- 14 paid holidays per calendar year
- Choice of Annual Leave or Sick/Vacation Leave
- 1 personal holiday per year
- \$130 transit pass subsidy per month
- CalPERS Retirement Plan
- 401(k) and 457 deferred compensation plans
- Employee Assistance Program
- Basic Life and AD&D Insurance
- Flex Elect Program
- Pretax Parking
- Long Term Disability Program (employee paid/optional)
- Group Legal Plan (employee paid/optional)

The Judicial Council of California Is an Equal Opportunity Employer.

Supplemental Questions

To better assess the qualifications of each applicant, please provide a response to the following questions.

1. Why are you interested in this position?

2. Please describe your experience working with Adobe Experience Manager or other applications, specifically as it relates to developing and testing accessible PDF forms.

3. What do you see as the key principles of designing user-friendly PDF forms?