



United States Probation and Pretrial Services District of Alaska

Data Quality Analyst I/II

Announcement Number USPO 18-04
Announcement date May 21, 2018
Closing Date June 22, 2018, Open until filled.
Salary Range CL 26 to CL 27 (\$49,448 - \$88,347) Plus 3.74% COLA
Location Anchorage, Alaska

Position Overview

Responsible for the integrity of the Probation and Pretrial Automated Case Tracking System (PACTS) database. Identify and correct data integrity or work flow irregularities. Proactively determine and implement future corrective or controlling processes, whether technical or training related. Establish and maintain operating procedures, protocols, data security, backup plans, and user permissions.

Representative Duties

The representative duties listed below are intended to provide generalized examples of major duties and responsibilities that are performed by the Data Quality Analyst I/II. These representative duties are not intended to reflect all duties performed by this position.

- Maintain PACTS database information. Review, identify, and research the accuracy, timeliness, and quality of data entered into the case management database. Document and correct database errors, and provide functional instruction to staff on error resolution.
- Perform edits and corrective actions to ensure the accuracy of the data, files, and records. Test new events. Generate deadlines and deficiency notices for missing documents. Review contents and determine information for archiving and purging, establish new PACTS user accounts and modify the database as necessary. Archive records.
- Maintain accuracy and completeness of official case records from opening to final disposition. Check the accuracy of daily entries. Maintain user log errors. Review entries made to the PACTS system. Monitor automated data imports from external systems and resolve issues. Perform automated quality check on client records. Verify case openings and closings.
- Advise users on proper data entry, modification and retrieval procedures necessary to ensure the integrity of the database, develop revised procedures for data entry, and provide training to new employees on PACTS, as well as provide follow-up training and documentation to end-users on an as needed basis. Develop and update training materials, including on-the-job manuals.
- Manage and provide PACTS "help desk" support to staff through a centralized e-mail account, answering questions and resolving issues completely and accurately. Based on questions, identify training needs and trends for the district.

- Manage and execute implementation plans for upgrades and modifications to PACTS. Adapt software, create systems documentation, perform testing, and establish operating procedures. Conduct post-implementation testing to ensure adequacy of systems and applications, recommend and implement changes as required.
- Understand the operational and business processes of Probation and Pretrial Services, including the correlation between data and workload credit, and the impact of data integrity on workload and statistical reporting. Ensure all data that impacts workload formula and budget is correct.
- Maintain expert knowledge of Decision Support Systems (DSS), the reporting application for PACTS, and provide extraction of DSS management and operational reports as needed.
- Research and recommend improvement initiatives to management for technical and operational processes. Develop and implement the tools and procedures, and provide training as appropriate.
- Generate statistical and other reports for review by the court and management. Submit reports to the Administrative Office as necessary. Communicate on a regular basis with the Chief and Deputy Chief regarding quality of data.
- Assist with process improvement for PACTS and other database initiatives.
- Respond to research requests from the Management Team and prepares reports regarding trends in statistical data which may be critical to measuring Evidence-Based Practices.
- Validate external reporting from vendors and other collaborators to identify and resolve discrepancies with internal data. Work with vendors to introduce process improvements.
- Collaborate with IT Application Developer to develop supervisory and court reporting templates that utilize data feeds from various available sources.

Required Qualifications

- Applicants must be a U.S. citizen or foreign national eligible for federal employment.
- High school diploma or equivalent.
- Ability to work well in a collaborative team environment.
- Excellent customer service skill and technical proficiency.
- Ability to anticipate and respond to changes in priorities.
- Prepare and successfully deliver training.

Preferred Qualifications

In addition to the minimum qualifications, preference may be given to candidates with any of the following:

- A bachelor's degree from an accredited college or university.

- Knowledge of evidence-based practices, risk, need, and responsivity principles, cognitive behavioral interventions.

How to Apply

- Qualified candidates must submit a cover letter, resume, most recent performance evaluation if conducted, college transcripts, and [Application for Judicial Branch Federal Employment, form AO 78](#). The cover letter should be addressed to Ms. Rhonda M. Langford, Chief U.S. Probation Officer, and detail your specialized experience and preferred qualifications.
- Applications will not be considered complete until all the items listed above have been received; incomplete application packets will not be considered. Attachments should be submitted as Microsoft Word or Adobe Acrobat .pdf documents to HR@akd.uscourts.gov.

The Court is not authorized to reimburse travel expenses for interviews. This position is subject to mandatory participation of electronic salary payments (i.e. direct deposit). The Court reserves the right to modify the conditions of this job announcement, or to withdraw the announcement, without prior written or other notice. All information provided by applicants is subject to verification and background investigation. Applicants are advised that false statements or omission of information on any application materials may be grounds for non-selection, withdrawal of an offer of employment, or dismissal after being employed.

The United States Probation and Pretrial Services Office for the District of Alaska is an Equal Opportunity Employer