

Opportunity Title: Case Management Fellowship-CDC
Opportunity Reference Code: CDC-OADS-2015-0063

Organization Centers for Disease Control and Prevention (CDC)

Reference Code CDC-OADS-2015-0063

How to Apply A complete application consists of:

- An application
- Transcripts – [Click here for detailed information about acceptable transcripts](#)
- A current resume/CV, including academic history, employment history, relevant experiences, and publication list
- Two educational or professional references

All documents must be in English or include an official English translation.

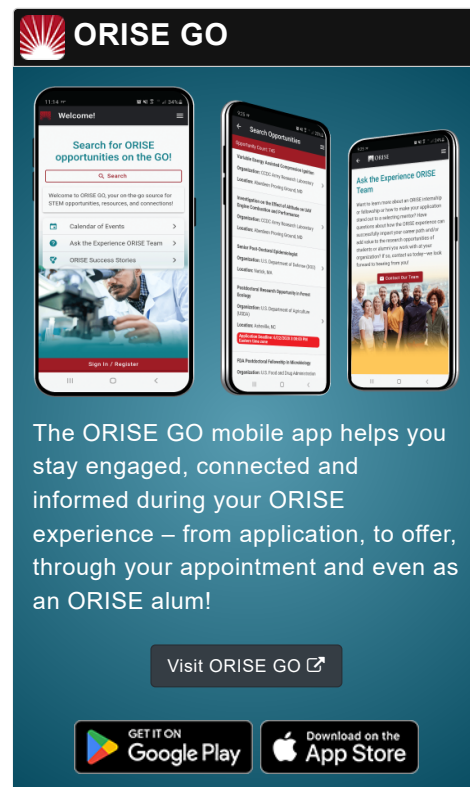
If you have questions, send an email to CDCCrpp@orau.org. Please include the reference code for this opportunity in your email.

Description A fellowship opportunity is currently available in the Office of the Associate Director for Science (OADS) within the Office of the Director at the Centers for Disease Control and Prevention (CDC). OADS focuses on strengthening the quality and integrity of CDC's science by fostering innovative and successful scientific collaborations and partnerships and contributing to understanding the impact of CDC science on public health.

The fellow will help establish a Case Management solution that uses Microsoft Dynamics Customer Relationship Management (CRM) for the Science Services Support Project's (S3P) Resource Center. The Resource Center is a CDC-wide service desk that will support CDC staff who use the S3P IT system. Through the utilization of Case Management, cases will be tracked, handled, and resolved through the provision of information, troubleshooting, training, user feedback, etc. This is a unique opportunity to deliver value to CDC science by working with an innovative team and to enjoy the challenges associated with cutting edge technology that has been deployed both on-premise and in the cloud.

Under the guidance of a mentor, fellowship opportunities may include the following activities:

- Assist with Case Management implementation from analyzing business requirements to implementing them in Case Management as part of the Microsoft Dynamics Customer Relationship Management (CRM) application to meet the Resource Center needs. Some of these implementation activities include:
 - Creating views for dashboards/reports
 - Creating workflows that reflect current Service Level

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- Agreements and related performance targets
 - Creating a work flow process to automatically create a case from an email
 - Creating work flows and customer notifications for escalated cases
 - Creating advanced custom reports
 - Creating email templates and knowledge base articles
 - Modifying existing forms
 - Creating/modifying service schedules
 - Creating/modifying queues
- Assist application life cycle management (ALM) to ensure that upgrades or updates do not negatively impact the current solution.
- Collaborate with stakeholders to ensure a comprehensive set of requirements, aligned to business objectives, gaining full understanding of current business processes.
- Provide knowledge of Microsoft Dynamics CRM, specifically Case Management, and evaluate the business processes against the standard Microsoft Dynamics CRM functionality.
- Provide technical assistance, consultation, and information to Resource Center staff who need assistance using Case Management.
- Apply basic diagnostic techniques to identify problems, investigate causes, and recommend solutions to users of S3P.
- Assist in the preparation of reports on the impact of S3P Resource Center operations, including quality assurance, knowledge management, and S3P user satisfaction.
- Work closely with program staff to support skill development and train users on Case Management and S3P solutions.

This program, administered by Oak Ridge Associated Universities (ORAU) through its contract with the U.S. Department of Energy to manage the Oak Ridge Institute for Science and Education (ORISE), was established through an interagency agreement between DOE and CDC. The initial appointment is for one year, but may be renewed upon recommendation of CDC and contingent on the availability of funds. The Participant will receive a monthly stipend commensurate with education level and experience. Proof of health insurance is required for participation in this program. The appointment is full-time at CDC in the Atlanta, Georgia, area. Participants do not become employees of CDC or the program administrator, and there are no fringe benefits paid.

Qualifications

- Bachelor's Degree or Masters degree or higher in the social, natural, or physical sciences; information technology; engineering; health policy or public administration; public health; or related field within five years of the desired start date.
- A graduate of the Microsoft Dynamics Academic Alliance





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and earning the Microsoft Dynamics Student Certificate.

- Experience in SharePoint and web development preferred
- Experience in demonstrated core functionality of Microsoft Dynamics CRM product, including Case Management application to potential clients and partners preferred
- Certified in at least one Microsoft Dynamics Exam for CRM 2013 preferred

Eligibility Requirements

- **Degree:** Bachelor's Degree or Master's Degree received within the last 60 month(s).
- **Discipline(s):**
 - **Computer, Information, and Data Sciences** (1 )
 - **Engineering** (1 )
 - **Life Health and Medical Sciences** (1 )
 - **Social and Behavioral Sciences** (1 )